

2020 PERFORMANCE SCORECARD (ANNEX B)

PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION (PDGCC)

Component					Baseline Data		Target	
Objective/Measure		Formula	Weight	Rating System	2017	2018	2019	2020
CUSTOMERS	SO 1	Provide Excellent Service to Building Tenants/Owner/Occupants						
	SM 1	Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	20%	(Actual/Target) x Weight 0% = If less than 80%	N/A	Removed Measure	90%
			Sub-total	20%				
	SO 2	Efficient Building and Facilities Maintenance and Security						
INTERNAL PROCESS	SM 2	Percentage of Effective Preventive Maintenance of Building Facilities Completed Based on the Annual Procurement Plan	Number of effective preventive maintenance projects costing above ₱50,000.00 completed / Total number of planned effective preventive maintenance projects for the year costing above ₱50,000.00	20%	(Actual / Target) x Weight	50%	71%	100% of Effective Preventive Maintenance Projects Costing above ₱50,000.00 Completed
								100% of Effective Preventive Maintenance Projects Costing above ₱50,000.00 Completed

Component					Baseline Data		Target		
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	SM 3	Minimize the Number of Emergency Works	Number of emergency works/repairs accomplished / Total number of maintenance works accomplished	15%	(Actual / Target) x Weight	N/A	Established baseline (33.33%, or 6 emergency works out of 18 maintenance works)	5% decrease from the baseline	5% decrease from the baseline
	SM 4	Institute Quality Management System	Actual Accomplishment	10%	All or Nothing	None	None	Certification under ISO 9001:2015 standard	Board-Approved Quality Manual
	Sub-total			45%					

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Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
FINANCE	SO 3	Efficient Utilization of Corporate Operating Budget						
	SM 5	Budget Utilization Rate	Total actual disbursements / Total Board-approved Corporate Operating Budget (both net of PS)	20%	90% - 100% = 20% 74% - 89% = 10% <74% = 0% 0% = If more than 100%	85.69%	73.54%	> 90%
								Not less than 90%, but not more than 100%
			Sub-total	20%				
LEARNING AND GROWTH	SO 4	Enhance the Human Resource Development Initiatives						
	SM 6	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	15%	All or Nothing	None	None	Conduct competency assessment to 100% of employees ¹
								Board-approved Competency Framework composed of the following: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles
			Sub-total	15%				
			Total	100%				

¹ PDGCC should also submit Competency Catalogue, Competency Framework, Competency Tables, Competency Matrix, Position Profiles, Assessment Tools, and Assessment conducted per employee.