

2023 PERFORMANCE SCORECARD (Annex B)

PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION (PDGCC)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
CUSTOMERS	SO 1	Provide Excellent Service to Building Tenants/Owners/Occupants							
	SM 1	Percentage of Satisfied Customers	Total Number of Respondents Who Gave a Rating of At Least Satisfactory / Total Number of Survey Respondents	20%	(Actual / Target) x Weight <i>If Less Than 80% = 0%</i>	Unverifiable	Unverifiable	90%	90%
		Sub-Total		20%					
INTERNAL PROCESS	SO 2	Efficient Building and Facilities Maintenance and Security							
	SM 2	Percentage of Effective Preventive Maintenance of Building Facilities Completed Based on Annual Procurement Plan	Number of Effective Preventive Maintenance Projects Costing Above ₱50,000 Completed / Total Number of Planned Effective Preventive Maintenance Projects for the Year Costing Above ₱50,000	25%	(Actual / Target) x Weight	Completed 80% of Effective Preventive Maintenance Projects Costing Above ₱50,000	100% of Effective Preventive Maintenance Projects Costing Above ₱50,000 Completed	100% of Effective Preventive Maintenance Projects Costing Above ₱50,000 Completed	100% of Effective Preventive Maintenance Projects Costing Above ₱50,000 Completed
	SM 3	Percentage of Emergency Works Accomplished Based on Total Number of Emergency Reported	Number of Emergency Works/Repairs Accomplished / Total Number of Maintenance Works Accomplished	15%	(Actual / Target) x Weight	33.33%	83.33%	Accomplish 100% of Emergency Works Reported	Accomplish 100% of Emergency Works Reported

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	SM 4	Institute PDGCC Quality Management System	Actual Accomplishment	10%	All or Nothing	No Submitted Board-Approved Quality Manual	Board-Approved Quality Manual	Board-Approved Quality Policy and Board-Approved Quality Management System Procedure	Board-Approved Quality Policy and Board-Approved Quality Management System Procedure
	Sub-Total			50%					
FINANCE	SO 3	Efficient Utilization of Corporate Operating Budget							
	SM 5	Disbursement-Based Budget Utilization Rate	Total Disbursement / Total Board-Approved Corporate Operating Budget (COB) (Both Net of PS)	20%	(Actual / Target) x Weight	Unverifiable	75.95%	90%	90%
	Sub-Total			20%					
LEARNING & GROWTH	SO 4	Enhance the Human Resource Development Initiatives of PDGCC							
	SM 6	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	No Submitted Board-Approved Competency Framework	No Submitted Board-Approved Competency Framework: Competency Catalogue and Competency Framework	Board-Approved Competency-Based Framework: Competency Catalogue and Competency Framework	Board-Approved Competency-Based Framework: Competency Catalogue and Competency Framework
	Sub-Total			10%					
	TOTAL			100%					