

CY 2017 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE POSTAL CORPORATION (PHLPOST)

	Component				Baseline Data			Target	
	Objective/Measure	Formula	Weight	Rating Scale	2014	2015	2016	2017	
SOCIAL IMPACT	SO 1	Linked People with Access to Communication and Information, Delivery of Goods and Merchandise, and Provision of Postal Payments							
	SM 1	Annual Mail Volume (in Million Pieces)							
		1.1 Volume of Mail Posted	Actual Figure	8%	Actual/Target x Weight	85.19	74.83	74.83	77.97
		1.2 Volume of Mail Delivered	Actual Figure	8%	Actual/Target x Weight	140.67	160.17	173.10	178.29
	Sub-total			16%					
CUSTOMERS & STAKEHOLDERS	SO 2	Continued Postal Presence in Every Filipino Community							
	SM 2	Number of Maintained NGAs and/or NGOs partners for payout services	Actual Number	5%	Actual/Target x Weight	3	3	5	5
	SO 3	Enhanced Positive Postal Service Experience to Customers and Partners							
	SM 3	Customers' Satisfaction	Rating scheme used by third-party provider	12%	Actual/Target x Weight Corporate - 5% Individual - 7%	-	Conduct of third-party customer satisfaction survey	Baseline Data	Satisfactory Rating for Individual and Corporate Customers
	Sub-total			17%					
FINANCIAL	SO 4	Ensured Financial Efficiency and Growth							
	SM 4	Revenues ¹	Total Revenues	6%	Actual/Target x Weight	3,531 Million	3,328 Million	3,516 Million	3,691 Million

¹ Comprised of Mail Services Income, Postal Payment Services, Logistics Services, Retail Services, and Other Income.

Component				Baseline Data					Target
Objective/Measure		Formula	Weight	Rating Scale	2014	2015	2016	2017	
SM 5	Earnings before interest, taxes, depreciation and amortization (EBITDA)	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	6%	Actual/Target x Weight	₱459 Million	₱117 Million	₱149 Million	₱147.64 Million	
Sub-total			12%						
SO 5	Upheld Postal Service Integrity								
SM 6	ISO Certification	Actual Accomplishment	5%	All or Nothing	-	-	-	ISO-Aligned Documentation of its QMS for at Least One (1) Core Process	
Sub-total			5%						
SO 6	Sustained Efficiency and Reliability in the Delivery of Communications and Information, Goods and Merchandise, and Payment Services								
<i>Letter Post Delivery Performance</i>									
SM 7	7.1. Domestic Letter Post Delivery performance	(Number of samples delivered within standard delivery days) ÷ (Total number of samples)	5%	Actual/Target x Weight	-	92.65% of items delivered within 7 days after posting Customs clearance	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	
	7.2. International Letter post delivery performance		5%	Actual/Target x Weight	-	95% of items delivered within 7 days after posting Customs clearance	88% of items delivered within 7 days after posting Customs clearance	85% of items delivered within 7 days after posting Customs clearance	
SM 8	<i>Parcel Post Delivery Performance</i>								

INTERNAL PROCESS

Component				Baseline Data			Target
Objective/Measure	Formula	Weight	Rating Scale	2014	2015	2016	2017
8.1. Domestic Parcel post delivery performance	(Number of samples delivered within standard delivery days) ÷ (Total number of samples)	5%	Actual/Target x Weight	-	90.11% of items delivered within 7 days after posting	86% of items delivered within 7 days after posting	88% of items delivered within 7 days after posting
8.2. International Parcel post delivery performance		5%	Actual/Target x Weight	-	94.54% of items delivered within 7 days after Customs clearance	87% of items delivered within 7 days after Customs clearance	90% of items delivered within 7 days after Customs clearance
<i>Express Post Delivery Performance</i>							
9.1. Domestic Express post delivery performance, committed areas within Metro Manila	(Number of samples delivered within standard delivery days) ÷ (Total number of samples)	5%	Actual/Target x Weight	-	80% of items delivered within 1.5 days after posting	91% of items delivered within 1 days after posting	90% of items delivered within 1 days after posting
9.2. Domestic Express post delivery performance, committed areas outside Metro Manila		5%	Actual/Target x Weight	-	89% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting
9.3. International Express post delivery performance, committed areas serviced by Express Mail Exchange Dept.		5%	Actual/Target x Weight	-	94% of items delivered within 1 days after Customs clearance	100% of items delivered within 1 days after Customs clearance	97% of items delivered within 1 days after Customs clearance
9.4. International Express post delivery performance, committed areas not serviced by Express Mail Exchange Dept.		5%	Actual/Target x Weight	-	98% of items delivered within 3 days after Customs clearance	95% of items delivered within 3 days after Customs clearance	96% of items delivered within 3 days after Customs clearance
SO 7	Improved Efficiencies in the Postal Service through Innovations and ICT						

Component				Baseline Data			Target	
Objective/Measure	Formula	Weight	Rating Scale	2014	2015	2016	2017	
SM 10	Percentage of Revenue-Generating Postal Outlets with Internet Connectivity	(Number of postal outlets with internet connectivity ÷ total number of earning POs)	5%	Actual/Target x Weight	-	N/A	N/A	80%
Sub-total			50%					
SO 8	Developed and Managed Competencies of Effectual and Competent Human Resources							
SM 11	Percentage of Employees with Required Competencies Met	Actual Accomplishment	5%	All or Nothing	-	N/A	N/A	Manual on Competency Model
Sub-total			5%					
TOTAL			100%					

LEARNING & GROWTH

