

PHILIPPINE POSTAL CORPORATION (PHLPost)

Component		Baseline Data				Target				
Objective/Measure	Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024	
SO 1	Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments									
SOCIAL IMPACT	Volume of Postal Transactions Handled (in million pieces)*									
	a. International Posted	International Express Posted + International Letter Posted + International Parcel Posted	Actual/Target	2%	51.01 Million	1.63 Million	1.20 Million	1.23 Million	36.25 Million	1.25 Million
	b. Domestic Posted	Domestic Express Posted + Domestic Letter Posted + Domestic Parcel Posted + Postal Money Order	Actual/Target	2%	57.67 Million	36.93 Million	40.84 Million	36.88 Million		35.31 Million
	c. International Delivered	International Express Delivered + International Letter Delivered + International Parcel Delivered	Actual/Target	2%	8.05 Million	4.55 Million	5.71 Million	6.85 Million	N/A	7.71 Million
	d. Domestic Delivered	Domestic Express Delivered + Domestic Letter Delivered + Domestic Parcel Delivered	Actual/Target	2%	134.73 Million	73.49 Million	103.63 Million	120.89 Million		101.68 Million
SM1	<b>Sub-total</b>		<b>8%</b>							

\* The baseline data is based on the Updated Baseline Data on Volume of Transactions provided by PHLPost. The baseline figures are not GCG-validated since SM 1a-1d are new sub-measures in the performance scorecard.

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CUSTOMERS & STAKEHOLDERS	<b>SO 2 Continue Postal Service in the Community Through Sustainable Partnership with Public and Private Entities</b>										
	SM 2	Number of Cities and Municipalities with Postal Access	Actual Number of Cities and Municipalities with postal access as of yearend	Actual/Target	5%	N/A	2 additional cities and municipalities	Measure Excluded	20 additional cities and municipalities	2022 yearend cumulative total + 18 additional cities and municipalities	2023 Year End Cumulative Total + 20 Additional Cities and Municipalities
	SM 3	Number of existing partners for payment services	Actual Number of Payment Service Partners with contract effective as of yearend	Actual/Target	5%	6	6	7	7	8	12
	<b>SO 3 Enhance Postal Service Experience of Customers and Partners Through Proactive Customer Service Management</b>										
	SM 4	Percentage of Satisfied Customers	Number of respondents who gave at least a Satisfactory rating / Total number of respondents	Actual/Target	5%	91.1%	Using the GCG Enhanced Guidelines for the Conduct of the Customer Satisfaction Survey (CSS)			Using the GCG-ARTA JMC No. 1 series of 2023	
							Individual Customers: Excluded.	Individual Customers: Not conducted	Individual Customers: No survey conducted	90%	90%
							Corporate Clients: No 2020 CSS Conducted	Corporate Clients: 69.42%	Corporate Clients: 82.67%		
	<b>Sub-total</b>				<b>15%</b>						

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FINANCIAL	<b>SO 4 Ensure Financial Growth and Efficiency Through Market Sustainability and Cost Management</b>											
	SM 5	Revenues	Mail Services + Postal Payment Services + Other Service Income + Business Income	Actual/Target	6%	₱4.181 Billion	₱2.158 Billion	₱2.872 Billion	₱2.853 Billion	₱5.202 Billion	₱4.824 Billion	
	SM 6	Budget Utilization Rate (BUR)										
		a. GAA Subsidies - amounts obligated	Amount Obligated / Total GAA Subsidy	Actual/Target	4%	N/A	N/A	N/A	100%	90%	90%	
		b. GAA Subsidies - amounts disbursed	Amount Disbursed / Total Obligated	Actual/Target	4%	N/A	N/A	N/A	100%	90%	90%	
		c. Corporate Funds - CO & MOOE	Actual Disbursement / Scheduled Disbursement (Net of PS Cost)	Actual/Target	3%	N/A	N/A	N/A	31.62%	90%	90%	
	<b>Sub-Total</b>				<b>17%</b>							
INTERNAL PROCESSES	<b>SO 5 Sustain the Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures</b>											
	Express Post Delivery Performance											
SM 7	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered Within the Standard Turnaround Time	Actual/Target	5%	86.97% of items delivered within 1 day after posting	100% of items delivered within 3 days after posting	86.72% of items delivered within 2 days after posting	87.22% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting	90% of items delivered within 2 days after posting.		

Component		Baseline Data				Target			
Objective/Measure	Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024
7.2. Domestic Express Post Delivery Performance, Committed Areas Outside of Metro Manila	Percentage of Postal Items Delivered Within the Standard Turnaround Time	Actual/Target	5%	85.32% of items delivered within 3 days after posting	95.80% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	80.90% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	90.34% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	90% of items delivered within 7 days in Luzon and 10 days in VisMin after posting	90% of items delivered within 5 days in Luzon and 7 days in VisMin after posting
7.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department	Percentage of Postal Items Delivered Within the Standard Turnaround Time	Actual/Target	5%	96.07% of items delivered within 1 day after Customs clearance	96.88% of items delivered within 3 days after Customs clearance	96.46% of items delivered within 2 days after Customs clearance	94.64% of times delivered within 2 days after Custom clearance	95% of items delivered within 2 days after Customs clearance	90% of items delivered within 2 days after Customs clearance
7.4. International Express Post Delivery Performance, Committed Areas Outside of those handled by Express Mail Exchange Department	Percentage of Postal Items Delivered Within the Standard Turnaround Time	Actual/Target	5%	87.06% of items delivered within 3 days after Customs clearance	98.86% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	96.51% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	98.97% of items delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance	95% of items delivered within 7 days in Luzon and 10 days in Vis/Min after Customs clearance	90% of items delivered within 5 days in Luzon and 7 days in VisMin after Customs clearance
SM 8 International Parcel Post Delivery Performance	Percentage of Postal items Delivered within the Standard Turnaround Time	Actual/Target	5%	83.56% of items delivered within 7 days after Customs clearance	97.12% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	91.46% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	90.86% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	85% of Items Delivered within 7 days in Luzon and 10 days in VisMin after Customs clearance



Component					Baseline Data				Target	
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Letter Post Delivery Performance										
SM 9	9.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal items Delivered within the Standard Turnaround Time	Actual/Target	5%	82.40% of items delivered within 7 days after posting	98.47% of items delivered within 15 days in Luzon and 30 days in Vis/Min after posting	82.14% of items delivered within 10 days in Luzon and 15 days in Vis/Min after posting	86.66% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of Items Delivered within 7 days in Luzon and 10 days in VisMin after posting
	9.2. Domestic Registered Letter Post Delivery Performance	Percentage of Postal items Delivered within the Standard Turnaround Time	Actual/Target	5%	83.84% of items delivered within 7 days after posting	95.95% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	85.84% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	87.12% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of Items Delivered within 7 days in Luzon and 10 days in VisMin after posting
	9.3. International Ordinary Letter Post Delivery Performance	Percentage of Postal items Delivered within the Standard Turnaround Time	Actual/Target	5%	86.38% of items delivered within 7 days after Customs clearance	98.13% of items delivered within 15 days in Luzon and 30 days in Vis/Min after Customs clearance	94.21% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	92.70% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	85% of Items Delivered within 7 days in Luzon and 10 days in VisMin after Customs Clearance
SM 6	Uphold Postal Service Integrity by Implementing QMS in the Postal Processes									
SM 10	Compliance with Quality Standards	Actual Accomplishment	All or Nothing	10%	Preparatory Activities for ISO Certification	Preparatory Activities for ISO Certification	Preparatory Activities for ISO Certification	ISO 9001:2015 Certification of Manila Central Post Office	a. Pass 1 <sup>st</sup> Surveillance Audit for Manila Central Post Office b. ISO 9001:2015 Certification for Express Mail Exchange Department	ISO Certification or its Equivalent Certification

LEARNING & GROWTH	Component				Baseline Data				Target	
	Objective/Measure	Formula	Rating Scale	Weight	2019	2020	2021	2022	2023	2024
	<b>SO 7 Improve Efficiencies in the Postal Service Through Innovation and ICT</b>									
SM 11	Percentage of Postal Outlets with Enabled Track and Trace	Number of Post Offices (PHLPost, private, and LGU-operated) with Enabled Track and Trace / Total Number of Post Offices as of the end of the year	Actual / Target	5%	60.68%	55.29%	58.31%	63.41%	75%	75%
<b>Sub-total</b>				<b>55%</b>						
<b>SO 8 Manage Organizational Competencies Through the Implementation of Competency-Based Human Resource Management Systems</b>										
SM 12	Percentage of Employees Meeting Required Competencies	Plantilla personnel meeting Required Competencies / Total Number of Plantilla Personnel as of yearend	Actual / Target	5%	60.76% of Frontline Personnel Meeting Required Technical Competencies	68.41% of Frontline Personnel Meeting Required Technical Competencies	85.61% of Frontline Personnel Meeting Required Technical Competencies	62.28% of Frontline Personnel Meeting Required Technical Competencies	33.33% of all PHLPost plantilla employees meeting required competencies	Improvement from the 2023 baseline
					28.41% of Frontline Personnel Meeting Required Non-Technical Competencies	45.65% of Frontline Personnel Meeting Required Non-Technical Competencies	62.51% of Frontline Personnel Met Required Organizational and Leadership Competencies	24.82% of Frontline Personnel met the required organizational and leadership competencies		

Component				Baseline Data				Target	
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				N/A	26.05% of Supervisor in the Operations Group Meeting the Required Competencies	60.93% increase from the 2020 baseline of Supervisors in the Operations Group Meeting the Required Competencies	56.60% of Supervisors in the Central Office met the required organization and leadership competencies		
<i>Sub-total</i>			5%						
<b>TOTAL WEIGHT</b>			100%						

For GCG:

  
**ATTY. MARIUS P. CORPUS**  
 Chairperson

For PHLPost:

  
**HON. LUIS D. CARLOS**  
 Acting Postmaster General and CEO