

2022 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)



CY 2022 CHARTER STATEMENT AND STRATEGY MAP

STRATEGY MAP

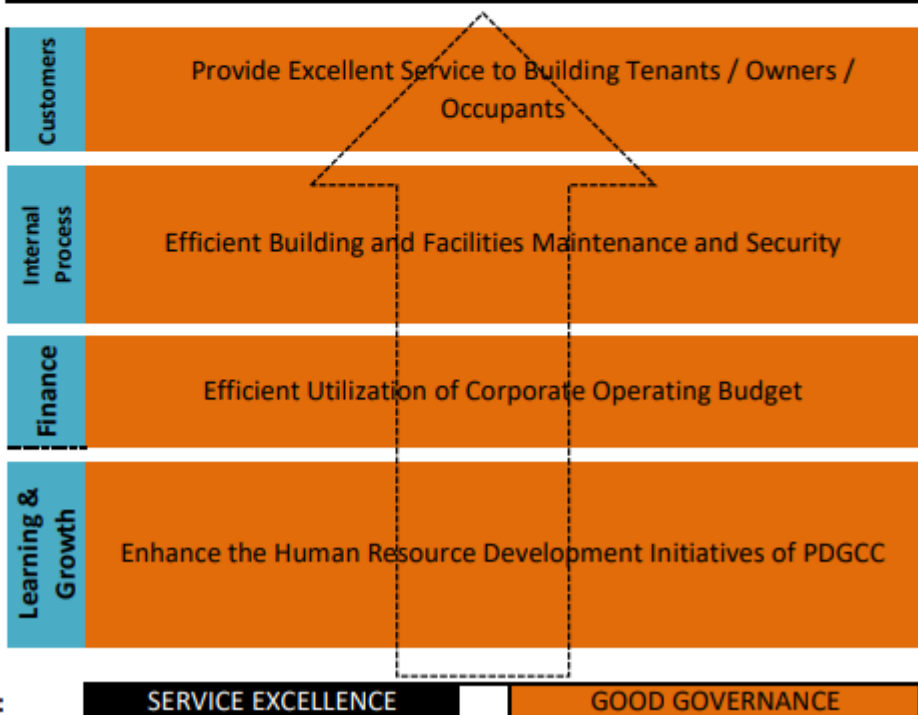
MISSION: The PDGCC is a non-stock, non-profit body committed to make the Palacio del Gobernador building habitable for its occupants through the maintenance of its facilities toward a safe and secure building environment.

VISION: By 2026, PDGCC shall continue to provide excellent service to all building tenants and occupants in conformity with the standards in building management, by intensifying preventive maintenance, updating its facilities, improving its aesthetics, and through coordinated efforts in disaster preparedness and environmental compliance.

CORE VALUES:

- Professionalism
- Dependability
- Integrity
- Commitment
- Cost efficiency

Themes:



PALACIO DE GOBERNADOR CONDOMINIUM CORPORATION (PDGCC)

Component						Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2019	2020	2021	2022
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 0% = if less than 80%	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 (APP)	Number of effective preventive maintenance projects costing above ₱50,000 completed / Total number of planned effective Preventive Maintenance Projects for the year costing ₱50,000	20%	(Actual / Target) x Weight	Completed 100% (six out of six) of Effective Preventive Maintenance Projects Costing above ₱50,000	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

Component						Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2019	2020	2021	2022
	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	26.92% (7 emergency works out of 26 works accomplished maintenance)	33.33%	Accomplish 100% of Emergency Works reported	Accomplish 100% of Emergency Works reported
	SM 4	Institute Quality Management System	Actual Accomplishment	10%	All or Nothing	None	No submitted Board-Approved Quality Manual	Board-Approved Quality Manual	Board-approved Quality Policy and Board-approved Quality Management System Procedure
		Sub-total		45%					
FINANCIAL	SO 3	Efficient Utilization of Corporate Operating Budget							
	SM 5	Disbursement Budget Utilization Rate (BUR)	Total Disbursement / Total Board-approved Corporate Operating Budget (both net of PS)	20%	(Actual / Target) x Weight	84.05%	Unverifiable	>90%	90%
		Sub-total		20%					

Component						Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2019	2020	2021	2022
LEARNING AND GROWTH	SO 4	Enhance Human Resource Development Initiatives							
	SM 6	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	15%	All or Nothing	None	No submitted Board-approved Competency Framework	Board-Approved Competency-Based Framework: Competency Catalogue and Competency Framework ¹	Board-Approved Competency-Based Framework: Competency Catalogue and Competency Framework
		Sub-total		15%					
		TOTAL		100%					

¹ Competency Catalogue – a document that identifies the competencies relevant to the organization. Competency Framework – a diagram that clusters the competencies identified under the Competency Catalogue into Core, Leadership, Technical, and Organizational themes.