

PHILIPPINE POSTAL CORPORATION (PHLPost)

Component					Baseline Data		Recalibrated	Target	
	Objective/Measure	Formula	Rating Scale ^{al}	Weight	2018	2019	2020	2021	
SOCIAL IMPACT	SO 1	Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments							
	SM 1	Volume of Postal Transactions Handled (in million pcs)	Domestic Express + Domestic Letter Post + International Express + International Letter post + Postal ID + Postal Money Order received	Actual / Target	8.0%	51.97	100.27	31.57	42.27
	Sub-total				8%				
	SO 2	Continue Postal Service in the Community Through Sustainable Partnership with Public and Private Entities							
SM 2	Number of Municipalities and Cities with Postal Access	Actual Number of Postal Outlets in Municipalities with postal access	Actual / Target	5.0%	–	–	9 additional cities and municipalities	68 additional cities and municipalities	
SM 3	Number of NGAs/NGOs Partners for Services	Actual Number of Payout Partners	Actual / Target	5.0%	6	6	6	10	
CUSTOMERS & STAKEHOLDERS	SO 3	Enhance Postal Service Experience of Customers and Partners Through Proactive Customer Service Management							
	SM 4	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	Actual / Target <i>0% - if less than 80%</i>	3.0%	No CSS Conducted	91.10%	<i>Using the GCG Enhanced Guidelines for the Conduct of the CSS</i>	
		a. Individual Customers						<i>Excluded</i>	90%
		b. Corporate Clients						90%	90%
Sub-total				15%					

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FINANCIAL	SO 4	Ensure Financial Growth and Efficiency Through Market Sustainability and Cost Management							
	SM 5	Revenues (<i>in Billion Php</i>)	"Mail Services + Postal Payment Services + Logistics Services + Retail Services + Other Income (Net of VAT & Discount)"	Actual / Target	6.0%	3.675	4.181	3.179	3.273
	SM 6	Earnings before Interest, Taxes, Depreciation and Amortization (<i>in Millions</i>)	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	Actual / Target	6.0%	28.889	69.63	80.308	92.782
	Sub-total				12%				
INTERNAL PROCESSES	SO 5	Sustain the Efficiency and Reliability in the Delivery of Postal Items and Provision of Payment Services by Quality Processes and Procedures							
	SM 7	Express Post Delivery Performance							
		7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	7.0%	90.19% of items delivered within 1 day after posting	86.97% of items delivered within 1 day after posting	90% of items delivered within 3 days after posting	90% of items delivered within 2 days after posting
7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila	Actual / Target	6.0%		90.05% of items delivered within 3 days after posting	85.32% of items delivered within 3 days after posting	90% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	90% of items delivered within 7 days in Luzon and 10 days in VisMin after posting		

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	7.3. International Express Post Delivery Performance, Committed Areas handled by Express Mail Exchange Department		Actual / Target	7.0%	100% of items delivered within 1 day after Customs clearance	96.07% of items delivered within 1 day after Customs clearance	95% of items delivered within 3 days after Customs clearance	95% 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		Actual / Target	7.0%	96.10% of items delivered within 3 days after Customs clearance	87.06% of items delivered within 3 days after Customs clearance	95% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance	95% of items delivered within 7 days in Luzon and 10 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	5.0%	94.75% of items delivered within 7 days after Customs clearance	83.56% of items delivered within 7 days after Customs clearance	85% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in VisMin after Customs clearance
	SM 9	Letter Post Delivery Performance							
9.1. Domestic Ordinary Letter Post Delivery Performance		Percentage of Postal Items Delivered within the Standard Turnaround Time	Actual / Target	7.0%	85% of items delivered within 7 days after posting	82.40% of items delivered within 7 days after posting	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting	

Component					Baseline Data		Recalibrated	Target
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	9.2. Domestic Registered Letter Post Delivery Performance		Actual / Target	5.0%		83.84% of items delivered within 7 days after posting	85% of items delivered within 15 days in Luzon and 30 days in VisMin after posting	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting
	9.3. International Letter Post Delivery Performance		Actual / Target	6.0%	94.93% of items delivered within 7 days after Customs clearance	86.38% of items delivered within 7 days after Customs clearance	85% of items delivered within 15 days in Luzon and 30 days in VisMin after Customs clearance	85% of items delivered within 10 days in Luzon and 15 days in VisMin after posting
SO 6	Uphold Postal Service Integrity by Implementing QMS in the Postal Processes							
SM 10	ISO Certification	ISO Certification of Frontline Services	All or Nothing	5.0%	ISO-aligned Documentation of its QMS for Post Office Operations	Preparatory Activities for ISO Certification	ISO 9001:2015 Certification of Post Offices within the City of Manila, Imus CPO and the Offices of Exchange	ISO 9001:2015 Certification of Post Offices within the City of Manila, Imus CPO and the Offices of Exchange
SO 7	Improve Efficiencies in the Postal Service Through Innovation and ICT							
SM 11	Percentage of PHLPost-Operated Postal Outlets with Internet Connectivity Enabling Track and Trace	Number of Post Offices with Enabled Track and Trace / Total Number of Post Offices as of the end of the year	Actual / Target	5.0%	386 Postal Outlets with Internet Connectivity (as reported by PHLPost)	60.68%	60%	65%
				Sub-total	60%			

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LEARNING & GROWTH	SO 8	Manage Organizational Competencies by Developing Effectual and Competent Human Resources							
	SM 12	Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of Personnel	Actual / Target	2.5%	Completed Competency Assessment of 19.48% (631 out of 3,240 Front Line Positions) Out of the 631, only 4.91% meet the required competencies	60.76% Frontline Personnel Meeting Required Technical Competencies	70% of Frontline Personnel Meeting Required Technical Competencies	80% of Frontline Personnel Meeting Required Technical Competencies
			Actual Accomplishment		1.5%		28.41% Frontline Personnel Meeting Required Non-technical Competencies	35% of Frontline Personnel Meeting Required Organizational and Leadership Competencies	60% of Frontline Personnel Meeting Required Organizational and Leadership Competencies
			N/A		1.0%		N/A	Establish Baseline on Competency of Supervisors in the Operations Group	10% Increase on the Baseline of Supervisors in the Operations Group Meeting the Required Non-Technical Competencies
	Sub-total				5%				
	TOTAL WEIGHT				100%				

a/ But not to exceed the weight assigned per indicator.