

## PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION

	Component				Baseline Data		Target
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017
CUSTOMER	SO 1	Provide Quality Service to Building Tenants/Occupants/Owners					
	SM 1	Percentage of complaints/requests addressed with a high satisfaction rating	Number of complaints/requests addressed with a high satisfaction rating / Total complaints/requests addressed	20%	All or nothing		100% of the Building Occupants and Visitors Rated PDGCC as 4 (Very Satisfactory) or 5 (Excellent)
		<b>Sub-total</b>		<b>20%</b>			
	SO 2	Efficient Building and Facilities Maintenance and Security					
INTERNAL PROCESS	SM 2	Percentage of effective preventive maintenance of building facilities completed based on the APP	Number of effective preventive maintenance completed / Total effective preventive maintenance for the year	20%	Actual / Target x Weight		80% of Effective Preventive Maintenance Projects costing above ₱50,000
	SM 3	Development of a Quality Manual	Board-approved quality manual	20%	All or nothing		Board-Approved Quality Manual
		<b>Sub-total</b>		<b>40%</b>			
	SO 3	Efficient Utilization of Corporate Operating Budget					
FINANCE	SM 4	Budget utilization rate	Actual budget utilization / Board-approved budget	20%	Actual / Target x Weight		90%

	Component				Baseline Data		Target
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017
		<i>Sub-total</i>	<i>20%</i>				
LEARNING AND GROWTH	SO 4	Enhance the Human Resource Development Initiatives					
	SM 5	Development of a competency-based framework	Board-approved competency framework	20%	All or nothing		Board-Approved Competency Framework
		<i>Sub-total</i>	<i>20%</i>				
		<b>TOTAL</b>	<b>100%</b>				