PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019
CUSTOMERS	**SO 1**	**Provide Excellent Service to Building Tenants/Owner/Occupants**							
	SM 1	Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	20%	(Actual/Target) x Weight 0% = If less than 80%	N/A	N/A	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 the APP	Number of effective preventive maintenance completed / Total number of effective preventive maintenance projects for the year	20%	(Actual / Target) x Weight 0% = If below 50%	N/A	50%	100% of Effective Preventive Maintenance Projects Costing above ₱50,000.00 Completed	100% of Effective Preventive Maintenance Projects Costing above ₱50,000.00 Completed

	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019
SM 3	Minimize the Number of Emergency Works	*To compute for the percentage of emergency repairs:* Number of emergency works/repairs accomplished / Total number of maintenance works accomplished *To determine improvement from 2018 baseline:* 2019 Percentage of emergency repairs less 2018 Percentage of emergency repairs	10%	All or Nothing	N/A	N/A	Establish Baseline	5% decrease from the baseline
SM 4	Institute Quality Management System	Actual Accomplishment	10%	All or Nothing	N/A	None	Board-Approved Quality Manual	Certification under ISO 9001:2015 standard
		Sub-total	**40%**					

		Component				Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019
FINANCE	**SO 3**	**Efficient Utilization of Corporate Operating Budget**							
	SM 5	Budget Utilization Rate	Total actual disbursements / Total Board-approved Corporate Operating Budget (both net of PS)	20%	91% to 100% = 20% 86% to 90% = 10% <86% = 0% More than 100% = 0%	N/A	85.69%	> 90%	> 90%
			Sub-total	*20%*					
LEARNING AND GROWTH	**SO 4**	**Enhance the Human Resource Development Initiatives**							
	SM 6	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	20%	All or Nothing	N/A	N/A	Board-Approved Competency-Based Framework; and Establish Competency Baseline of the Organization	Conduct competency assessment to 100% of employees[1]
			Sub-total	*20%*					
			Total	*100%*					

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[1] PDGCC should also submit Competency Catalogue, Competency Framework, Competency Tables, Competency Matrix, Position Profiles, Assessment Tools, and Assessment conducted per employee.