

**PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION (PDGCC)**  
**2017 Performance Scorecard Validation**

	Component					Target	PDGCC Submission		GCG Validation		Supporting Documents	Remarks
	Objective/Measure	Formula	Weight	Rating System	2017	Actual	Score	Actual	Score			
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/requ ests addressed with a high satisfaction rating / Total complaints/ requests addressed	20%	All or nothing	100% of the Building Occupants and Visitors Rated PDGCC as Satisfactory or Better	-	20%	Cannot be validated	0%	Copy of Feedback Forms for August 15 and 25; and September 4, 2017	Since the feedback forms were only implemented starting August, the actual accomplishment should include requests/ complaints received from August to December 2017.  Due to insufficient documentation, 0% score is awarded for this measure.
		<b>Sub-total</b>		<b>20%</b>				<b>20%</b>		<b>0%</b>		
INTERNAL PROCESS	SO 2	Efficient Building and Facilities Maintenance and Security										
	SM 2	Percentage of effective preventive maintenance of building facilities completed	Number of effective preventive maintenance completed / Total effective preventive	20%	Actual / Target x Weight	80% of Effective Preventive Maintenance Projects costing	95%	20%	50%	12.5%	Final APP  Copies of Purchase Orders, Official Receipts,	Based on the APP submitted there were 16 items for procurement for preventive maintenance.

## Validation Result of 2017 Performance Scorecard

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Objective/Measure			Formula	Weight	Rating System	2017	Actual	Score	Actual	Score		
		based on the APP	maintenance for the year			above ₱50,000					Disbursement Vouchers, Checks and Official Receipts	However, copies of purchase orders, official receipts, disbursement vouchers, checks and official receipts submitted only account for 50% of the items for procurement.
	SM 3	Development of a Quality Manual	Board-approved quality manual	20%	All or nothing	Board-Approved Quality Manual	Under Review		None	0%	None	No reported actual.
		Sub-total		40%				20%		12.5%		
FINANCE	SO 3	Efficient Utilization of Corporate Operating Budget										
	SM 4	Budget utilization rate	Actual budget utilization / Board-approved budget	20%	Actual / Target x Weight	90%	86%	17.20%	85.69%	19.04%	COA Audit Report	Validated actual was based on the COA Audit Report. Total budget for PS and MOOE for 2017 amounted to ₱19,745,626, of which only ₱16,920,992 was utilized.
		Sub-total		20%				17.20%		19.04%		

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Objective/Measure			Formula	Weight	Rating System	2017	Actual	Score	Actual	Score									
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	Under Review	-	None	0%	None	No reported actual.							
		Sub-total		20%				0%		0%									
		TOTAL		100%				57.20%		31.54%									