PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION

		Component			Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
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 below 80%	N/A	N/A	N/A	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 95%	N/A	N/A	80% of Effective Preventive Maintenance Projects costing above ₱50,000	100% of Effective Preventive Maintenance Projects Costing above ₱50,000.00 Completed

		Component				Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
FINANCE	SM 3	Minimize the Number of Emergency Works	Number of emergency works/repairs accomplished / Total number of maintenance works accomplished	10%	All or Nothing	N/A	N/A	N/A	Establish Baseline
	SM 4	Institute Quality Management System	Actual Accomplishment	10%	All or Nothing	N/A	N/A	Board-Approved Quality Manual	Board-Approved Quality Manual
			Sub-total	**40%**					
	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	N/A	90%	> 90%
			Sub-total	**20%**					

		Component				Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018
LEARNING AND GROWTH	**SO 4**	**Enhanced Human Resource Development Initiatives**							
	SM 6	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	N/A	N/A	Board-Approved Competency-Based Framework	Board-Approved Competency-Based Framework
			Actual accomplishment	10%	All or Nothing	N/A	N/A	N/A	Establish Competency Baseline of the Organization
			Sub-total	20%					
			Total	100%					