

CY 2018 PERFORMANCE SCORECARD (ANNEX B)

PHILIPPINE POSTAL CORPORATION (PHLPOST)

		Component			Baseline Data		Target		
		Objective/Measure	Formula	Weight	Rating Scale ^{al}	2015	2016	2017	2018
SOCIAL IMPACT	SO 1	Linked People with Access to Communication and Information, Delivery of Goods and Merchandise, and Provision of Postal Payments							
	SM 1	Annual Transactions Handled (<i>in Million Pieces</i>)							
		1.1 Volume of Transactions Accepted	Actual Figure	12%	Actual/Target x Weight	65.77	68.26	N/A	60.75
		1.2 Volume of Mail Delivered	Actual Figure	4%	Actual/Target x Weight	8.16	9.83	N/A	8.61
Sub-total			16%						
CUSTOMERS & STAKEHOLDERS	SO 2	Continued Postal Presence in Every Filipino Community							
	SM 2	Number of Maintained NGAs and/or NGOs partners for payout services	Actual Number	5%	Actual/Target x Weight	3	5	5	5
	SO 3	Enhanced Positive Postal Service Experience to Customers and Partners							
	SM 3	Percentage of Satisfied Customers	Number of respondents giving at least a Satisfactory rating / Total number of respondents	12%	(Actual / Target) x Weight <i>0% = If less than 80%</i>	N/A	N/A	Satisfactory Rating for Individual and Corporate Customers	90% <i>(Using the Standard Methodology and Questionnaire developed by GCG)</i>
Sub-total			17%						
FINANCIAL	SO 4	Ensured Financial Efficiency and Growth							
	SM 4	Revenues ¹	Total Revenues	6%	Actual/Target x Weight	3,328 Million	3,516 Million	3,691 Million	3,500 Million

¹ Comprised of Mail Services Income, Postal Payment Services, Logistics Services, Retail Services, and Other Income.

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating Scale ^{a/}	2015	2016	2017	2018	
	SM 5	Earnings before interest, taxes, depreciation and amortization (EBITDA)	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	6%	Actual/Target x Weight	₱117 Million	₱149 Million	₱147.64 Million	₱30 Million
	Sub-total		12%						
INTERNAL PROCESS	SO 5	Upheld Postal Service Integrity							
	SM 6	ISO Certification	Actual Accomplishment	5%	All or Nothing	-	-	ISO-Aligned Documentation of its QMS for at Least One (1) Core Process	ISO-Aligned Documentation of its QMS for at Post Office Operations
	SO 6	Sustained Efficiency and Reliability in the Delivery of Communications and Information, Goods and Merchandise, and Payment Services							
		<i>Letter Post Delivery Performance</i>							
	SM 7	7.1. Domestic Letter Post Delivery performance	(Number of samples delivered within standard delivery days) ÷ (Total number of samples)	5%	Actual/Target x Weight	92.65% of items delivered within 7 days after posting	86% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting
		7.2. International Letter Post Delivery Performance		5%	Actual/Target x Weight	95% of items delivered within 7 days after Customs clearance	92% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	94% of items delivered within 7 days after Customs clearance
	SM 8	<i>Parcel Post Delivery Performance</i>							

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating Scale ^{al}	2015	2016	2017	2018
	International Parcel post delivery performance	(Number of samples delivered within standard delivery days) ÷ (Total number of samples)	10%	Actual/Target x Weight	94.54% of items delivered within 7 days after Customs clearance	87% of items delivered within 7 days after Customs clearance	90% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance
	<i>Express Post Delivery Performance</i>							
SM 9	9.1. Domestic Express Post Delivery Performance, committed areas within Metro Manila	(Number of samples delivered within standard delivery days) ÷ (Total number of samples)	5%	Actual/Target x Weight	80% of items delivered within 1.5 days after posting	91% of items delivered within 1 days after posting	90% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting
	9.2. Domestic Express Post Delivery Performance, committed areas outside Metro Manila		5%	Actual/Target x Weight	89% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting
	9.3. International Express Post Delivery Performance, committed areas serviced by Express Mail Exchange Dept.		5%	Actual/Target x Weight	94% of items delivered within 1 days after Customs clearance	100% of items delivered within 1 days after Customs clearance	97% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance
	9.4. International Express Post Delivery Performance, committed areas not serviced by Express Mail Exchange Dept.		5%	Actual/Target x Weight	98% of items delivered within 3 days after Customs clearance	95% of items delivered within 3 days after Customs clearance	96% of items delivered within 3 days after Customs clearance	95% of items delivered within 3 days after Customs clearance
SO 7	Improved Efficiencies in the Postal Service through Innovations and ICT							

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating Scale ^{a/}	2015	2016	2017	2018	
	SM 10	Percentage of Profitable Postal Outlets with Internet Connectivity	(Number of postal outlets with internet connectivity ÷ total number of earning POs)	5%	Actual/Target x Weight	N/A	N/A	80%	85%
	Sub-total		50%						
LEARNING & GRWOTH	SO 8	Developed and Managed Competencies of Effectual and Competent Human Resources							
	SM 11	Percentage of Employees Meeting Required Competencies Met	Actual Accomplishment	5%	All or Nothing	N/A	N/A	Manual on Competency Model	Baseline data for Competency Level of Frontline Positions (Postmasters, Tellers and Letter Carriers)
	Sub-total		5%						
TOTAL			100%						

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