

**PHILIPPINE POSTAL CORPORATION (PHLPost)
Validated 2018 Performance Scorecard**

Component					PHLPost Submission		GCG Validation		Supporting Documents	Remarks													
Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating															
SOCIAL IMPACT	SO 1	Linked People with Access to Communication and Information, Delivery of Goods and Merchandise, and Provision of Postal Payments																					
		Annual Transactions Handled (<i>in Million Pieces</i>)																					
	SM 1	1.1 Volume of Transactions Accepted	12%	Actual/ Target x Weight	60.75	51.97	10.27%	51.97	10.27%	- Postal Traffic Accomplishment Report for 2018 - Area Consolidated Monthly Report	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Volume</th> </tr> </thead> <tbody> <tr> <td>1st</td> <td>13,557,022</td> </tr> <tr> <td>2nd</td> <td>13,184,697</td> </tr> <tr> <td>3rd</td> <td>12,821,086</td> </tr> <tr> <td>4th</td> <td>12,409,278</td> </tr> <tr> <td>Total</td> <td>51,972,083</td> </tr> </tbody> </table>	Quarter	Volume	1st	13,557,022	2nd	13,184,697	3rd	12,821,086	4th	12,409,278	Total	51,972,083
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	1.2 Volume of Mail Delivered	4%	8.61	9.17	4%	9.17	4%	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Volume</th> </tr> </thead> <tbody> <tr> <td>1st</td> <td>2,485,872</td> </tr> <tr> <td>2nd</td> <td>2,218,634</td> </tr> <tr> <td>3rd</td> <td>2,331,265</td> </tr> <tr> <td>4th</td> <td>2,131,667</td> </tr> <tr> <td>Total</td> <td>9,167,438</td> </tr> </tbody> </table>	Quarter	Volume	1st	2,485,872	2nd	2,218,634	3rd	2,331,265	4th	2,131,667	Total	9,167,438			
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	Sub-total	16%				14.27%		14.27%															
STAKEHOLDERS	SO 2	Continued Postal Presence in Every Filipino Community																					
	SM 2	Number of Maintained NGAs and/or NGOs partners for payout services	5%	Actual/ Target x Weight	5	6	5%	6	5%	- Updated List of Contracts as of 31 Dec 2018 - Memorandum of Agreement with Citizens' Disaster Response Center, Inc. - 2018 Cash Payouts Services Report	Target exceeded. Payout partners in 2018 include: 1. Save The Children Philippines; 2. OXFAM; 3. International Committee of the Red Cross; 4. Philippine Red Cross; and 5. DSWD – Social Pension for Indigent Senior Citizens 6. Citizens' Disaster Response Center, Inc.												

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STAKEHOLDERS	SO 3	Enhance 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 0% = If less than 80%	90% (Using the Standard Methodology and Questionnaire developed by GCG)	-	0%	-	0%	- Letter Request for Renegotiation dated 20 Dec 2018 - Timeline of Activities for the Market Research - Copy of Contract and Notice to Proceed	Based on the submissions of PHLPost, the issuance of Invitation to Bid for the procurement of one (1) lot market research services was on 03 August 2018, and the Notice to Proceed was issued through a letter dated 15 January 2019. PHLPost, therefore, failed to achieve the target to conduct the Customer Satisfaction Survey within 2018, and accordingly obtain results therefrom.													
			Sub-total	17%				5.00%		5.00%															
FINANCIAL	SO 4	Ensured Financial Efficiency and Growth																							
	SM 4	Revenues*	Total Revenues	6%	Actual/Target x Weight	3,500 Million	3.7 Billion	6%	3,675 Million	6%	2018 Statement of Financial Performance as submitted to COA	<table border="1"> <thead> <tr> <th>Item</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Mail Services</td> <td>2,964,542,550</td> </tr> <tr> <td>Postal Payment Services</td> <td>548,770,550</td> </tr> <tr> <td>Logistics Services</td> <td>51,377,643</td> </tr> <tr> <td>Retail Services</td> <td>47,113,463</td> </tr> <tr> <td>Other Income</td> <td>63,723,391</td> </tr> <tr> <td>TOTAL</td> <td>3,675,527,597</td> </tr> </tbody> </table>	Item	Amount	Mail Services	2,964,542,550	Postal Payment Services	548,770,550	Logistics Services	51,377,643	Retail Services	47,113,463	Other Income	63,723,391	TOTAL
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* Comprised of Mail Services Income, Postal Payment Services, Logistics Services, Retail Services, and Other Income.

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Objective/ Measure		Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating																	
FINANCIAL	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	₱30 Million	₱121.6 Million	6.0%	₱28.889 Million	5.78%	2018 Statement of Financial Performance as submitted to COA	<table border="1"> <thead> <tr> <th>Item</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Net Income</td> <td>17,910,405</td> </tr> <tr> <td>Add: Taxes</td> <td>7,675,888</td> </tr> <tr> <td>Dep'n.</td> <td>88,074,423</td> </tr> <tr> <td>Interest</td> <td>7,890,967</td> </tr> <tr> <td>Less: PS Cost</td> <td>92,662,500</td> </tr> <tr> <td>EBITDA</td> <td>28,889,183</td> </tr> </tbody> </table>	Item	Amount	Net Income	17,910,405	Add: Taxes	7,675,888	Dep'n.	88,074,423	Interest	7,890,967	Less: PS Cost	92,662,500	EBITDA	28,889,183
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Sub-total			12%				12%		11.78%																	
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 Post Office Operations	ISO-Aligned Documentation of its QMS for Post Office Operations	5.0%	ISO-Aligned Documentation of its QMS for Post Office Operations	5.0%	Copy of PHLPost's Post Office Operations Procedures Manual	Notably, PHLPost's UPU Quality Management Level C Certification is deemed equivalent to ISO 9001:2015 QMS Certification as per DBM letter dated 06 Feb 2019.														
	SO 6	Sustained Efficiency and Reliability in the Delivery of Communications and Information, Goods and Merchandise, and Payment Services																								
	SM 7	Letter Post Delivery Performance																								
		7.1. Domestic Letter Post Delivery Performance	(Number of samples delivered within standard delivery days) ÷ (Total number of samples)	5%	Actual/Target x Weight	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	5.0%	85.09% of items delivered within 7 days after posting	5.0%	Live Mail Sampling Results generated by Service Regulations Department	<table border="1"> <tbody> <tr> <td>Total Samples Delivered</td> <td>142,820</td> </tr> <tr> <td>Total Number of Samples</td> <td>167,841</td> </tr> <tr> <td>Delivery Rate</td> <td>85.09%</td> </tr> </tbody> </table>	Total Samples Delivered	142,820	Total Number of Samples	167,841	Delivery Rate	85.09%								
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7.2. International Letter Post Delivery Performance		5%	Actual/Target x Weight	94% of items delivered within 7 days after posting Customs clearance	95% of items delivered within 7 days after posting Customs clearance	5.0%	94.93% of items delivered within 7 days after posting Customs clearance	5.0%	<table border="1"> <tbody> <tr> <td>Total Samples Delivered</td> <td>5,220</td> </tr> <tr> <td>Total Number of Samples</td> <td>5,499</td> </tr> <tr> <td>Delivery Rate</td> <td>94.93%</td> </tr> </tbody> </table>	Total Samples Delivered	5,220	Total Number of Samples	5,499	Delivery Rate	94.93%											
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Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating					
INTERNAL PROCESS	SM 8	<i>Parcel Post Delivery Performance</i>											
		International Parcel post delivery performance	(Number of samples delivered within standard delivery days) ÷ (Total number of samples)	10%	Actual/Target x Weight	85% of items delivered within 7 days after Customs clearance	95% of items delivered within 7 days after Customs clearance	10.0%	94.75% of items delivered within 7 days after Customs clearance	10.0%	Live Mail Sampling Results generated by Service Regulations Department	Total Samples Delivered	2,402
										Total Number of Samples		2,535	
										Delivery Rate		94.75%	
	SM 9	<i>Express Post Delivery Performance</i>											
		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	90% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting	5.0%	90.19% of items delivered within 1 day after posting	5.0%	Live Mail Sampling Results generated by Service Regulations Department	Total Samples Delivered	432
												Total Number of Samples	479
												Delivery Rate	90.19%
		9.2. Domestic Express post delivery performance, committed areas outside Metro Manila		5%	Actual/Target x Weight	90% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	5.0%	90.05% of items delivered within 3 days after posting	5.0%	Live Mail Sampling Results generated by Service Regulations Department	Total Samples Delivered	959
												Total Number of Samples	1,065
												Delivery Rate	90.05%
		9.3. International Express post delivery performance, committed areas serviced by Express Mail Exchange Dept.		5%	Actual/Target x Weight	95% of items delivered within 1 day after Customs clearance	100% of items delivered within 1 day after Customs clearance	5.0%	100% of items delivered within 1 day after Customs clearance	5.0%	Live Mail Sampling Results generated by Service Regulations Department	Total Samples Delivered	818
										Total Number of Samples		818	
									Delivery Rate	100%			
	9.4. International Express post delivery performance, committed areas not serviced by Express Mail Exchange Dept.	5%	Actual/Target x Weight	95% of items delivered within 3 days after Customs clearance	96% of items delivered within 3 days after Customs clearance	5.0%	96.10% of items delivered within 3 days after Customs clearance	5.0%	Live Mail Sampling Results generated by Service Regulations Department	Total Samples Delivered	1,355		
								Total Number of Samples		1,410			
								Delivery Rate		96.10%			

		Component				PHLPost Submission		GCG Validation		Supporting Documents	Remarks							
Objective/ Measure	Formula	Weight	Rating Scale ^{a/}	Target	Actual	Rating	Score	Rating										
INTERNAL PROCESS	SO 7	Improved Efficiencies in the Postal Service through Innovations and ICT																
	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	85%	76%	4.44%	75.56%	4.44%	- Certification from MIS Department of PHLPost - List of the 272 Profitable Post Offices with connectivity	<table border="1"> <tr> <td>Total Profitable Post Offices</td> <td>360</td> </tr> <tr> <td>Total Profitable Post Offices with Connectivity</td> <td>272</td> </tr> <tr> <td>% of Profitable Post Offices with Connectivity</td> <td>75.56%</td> </tr> </table>	Total Profitable Post Offices	360	Total Profitable Post Offices with Connectivity	272	% of Profitable Post Offices with Connectivity	75.56%
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% of Profitable Post Offices with Connectivity	75.56%																	
Sub-total		50%				49.44%		49.44%										
LEARNING & GROWTH	SO 8	Developed and Managed Competencies of Effectual and Competent Human Resources																
	SM 11	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or Nothing	Baseline data for Competency Level of Frontline Positions (Postmasters, Tellers and Letter Carriers)	Competency Assessment (Technical) of 3,240 Front Line Personnel with Plantilla Positions	-	Completed Competency Assessment of 19.48% [631 out of 3,240 Front Line Positions]. Out of the 631, only 4.91% meet the required competencies	0%	- PHLPost Letter Request for Exclusion - Summary of Competency Assessment Results for Front Line Positions - Competency Assessment and Project Implementation for 2019	For 2018, assessment of only 631 out of 3,240 frontline personnel were completed for all competencies.						
	Sub-total		5%					-		0%								
TOTAL		100%					80.71%		80.49%									

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