

PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION (PDGCC)
Validation Result of 2019 Performance Scorecard

Component					Rating Scale	Target	Submission		GCG Validation		Supporting Documents	GCG Remarks
Objective / Measure		Formula	Weight	2019		Actual	Rating ¹	Score	Rating			
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%	90%	85.71% (six out of seven respondents rated at least satisfactory)	-	Unverifiable	0%	Survey Questionnaires	No final survey report submitted.
		Sub-total		20%					0%			
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%	100% of Effective Preventive Maintenance Projects Costing above ₱50,000.00 Completed	100% (Six out of six preventive maintenance for the year costing above ₱50,000.00 were completed)	-	Completed 100% (six out of six) of Effective Preventive Maintenance Projects Costing above ₱50,000	20%	<ul style="list-style-type: none">• Summary of Preventive Maintenance Projects• 2019 Amended Annual Procurement Plan (APP)• Purchase Orders• Disbursement Vouchers	Acceptable.

¹ The self-rating was not indicated in the 4th Quarter Monitoring Report.

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	SM 3	Minimize the Number of Emergency Works	<p><i>To compute for the percentage of emergency repairs: Number of emergency works/repairs accomplished / Total number of maintenance works accomplished</i></p> <p><i>To determine improvement from 2018 baseline:</i></p> <p>2019 Percentage of emergency repairs less 2018 Percentage of emergency repairs</p>	10%	All or Nothing	5% decrease from the baseline	26.92% 7 emergency works out of 26 works accomplished maintenance	-	26.92%, or 7 emergency works out of 26 maintenance works	10%	<ul style="list-style-type: none">• List of Emergency Procurements for 2019• Purchase Orders• Disbursement Vouchers• List of Accomplished Works for 2019• 2019 Amended Annual Procurement Plan (APP)	Target exceeded. Actual accomplishment represents a 6.41% decrease from 2018 baseline of 33.33%.
	SM 4	Institute Quality Management System	Actual Accomplishment	10%	All or Nothing	Certification under ISO 9001:2015 Standard	Quality Manual pending Board Approval	-	None	0%	None	Target not met.
		Sub-total			40%						30%	

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Objective / Measure		Formula	Weight	2019		Actual	Rating ¹	Score	Rating			
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%	> 90%	84%	-	84.05%	0%	<ul style="list-style-type: none">Budget Utilization Rate Report2019 Corporate Operating BudgetDisbursement Vouchers	Target not met.
		Sub-total		20%						0%		
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	Conduct Competency Assessment to 100% of employees ²	Competency Framework subject to board approval	-	None	0%	None	Target not met. No assessment done. PDGCC has yet to implement a competency-based framework.
		Sub-total		20%				-		0%		
	VALIDATED RATING									30%		

² PDGCC should also submit Competency Catalogue, Competency Framework, Competency Tables, Competency Matrix, Position Profiles, Assessment Tools, and Assessment conducted per employee.

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