

Board Resolution No. 2019 - 156

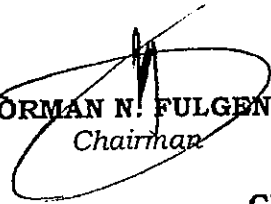
“APPROVING THE PERFORMANCE MONITORING REPORT OF THE PHILIPPINE POSTAL CORPORATION (PHLPost) FOR THE 3RD QUARTER OF CALENDAR YEAR 2019 THAT WILL BE SUBMITTED TO THE GOVERNMENT COMMISSION ON GOCCs (GCG) AND ITS SUBSEQUENT UPLOADING IN THE CORPORATE WEBSITE.”

OFFICE OF THE POSTMASTER GENERAL
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PHILIPPINE POSTAL CORPORATION

RESOLVED, as it hereby resolves, to approve the Performance Monitoring Report of the Philippine Postal Corporation (PHLPost) for the 3rd Quarter for Calendar Year 2019 that will be submitted to the Government Commission on GOCCS (GCG) and its subsequent uploading in the corporate website.

Adopted during the 12th Regular Meeting of the Board of Directors of the Philippine Postal Corporation held on 10 December 2019 at the City of Manila, Philippines.

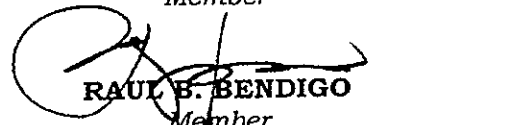
Approved by:

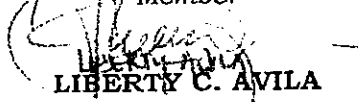

NORMAN N. FULGENCIO
Chairman

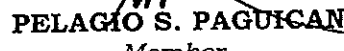

JOEL L. OTARRA
Vice Chairman & Postmaster General


CRISTINA E. CARINGAL
Member


RIDGWAY M. TANJILI
Member


RAUL B. BENDIGO
Member



LIBERTY C. AVILA
Member


PELAGIO S. PAGUICAN
Member

Attested by:


ATTY. LINDEZA R. ROGERO-GAVINO
Corporate Secretary

CERTIFIED TRUE COPY


GUZMAN B. MELGAREJO JR
ACTING ASSISTANT CORPORATE SECRETARY

2019-12-13-0101

PHILIPPINE POSTAL CORPORATION (PHLPost)

		Component				3rd Quarter			
Objective		Formula	Weight	Rating System	2019 Annual Target	Target	Actual	Rating	
SOCIAL IMPACT	SO 1	Linked People with Access to Communication Services, Delivery of Goods and Merchandise, and Provision of Postal Payments							
		Postal Traffic (in Million pieces)							
	SM 1	1.1. Volume of Postal Transactions Handled	Actual Figure	8.00%	Actual / Target x Weight	61.86	46.40	86.40	8.00%
		1.2. Volume of Postal Items Delivered	Actual Figure	5.00%	Actual / Target x Weight	8.86	6.65	5.71	4.29%
	<i>Subtotal</i>							12.29%	
STAKEHOLDERS	SO 2	Continue Postal Services in the Community Through Sustainable Partnership with Public and Private Entities							
	SM 2	Expansion of Postal Outlets	Number of Postal Outlets: PHLPost-operated, LGU-operated and private-operated	5.00%	Actual / Target x Weight	Additional 63 (from 2018 baseline)	N/A	5	5.00%
	SM 3	Maintain NGAs/NGOs Partners for Payout Services	Actual Number of Payout Partners	5.00%	Actual / Target x Weight	5	N/A	6	5.00%
	SO 3	Enhance Postal Service Experience to Customers and Partners Through Proactive Customer Service Management							
	SM 4	Percentage of Satisfied Customers	Number of respondents which gave at least a Satisfactory rating / Total number of respondents	10.00%	Actual / Target x Weight 0% = If less than 80%	90%	N/A	Results of Qualitative and Quantitative Phase	10.00%
	<i>Subtotal</i>							20.00%	
FINANCIAL	SO 4	Ensure Financial Growth and Efficiency by Market Sustainability and Cost Management							
	SM 5	Revenues	Total Revenues	6.00%	Actual / Target x Weight	3,535	2,651.25	3,017.46	6.00%
	SM 6	Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA)	EBITDA Excluding Subsidies (Franking Privilege reimbursed from National Government and from non-shareholders)	6.00%	Actual / Target x Weight	30	22.50	407.09	6.00%
		<i>Subtotal</i>							12.00%
INTERNAL PROCESS	SO 5	Sustain the efficiency and reliability in the delivery of postal items and provision of payment services by quality processes and procedures							
		Express Post Delivery Performance							
	SM 7	7.1. Domestic Express Post Delivery Performance, Committed Areas in Metro Manila	Percentage of Postal Items Delivered within the Standard Turnaround Time	6.00%	Actual / Target x Weight	90% of items delivered within 1 day after posting	90% of items delivered within 1 day after posting	83% of items delivered within 1 day after posting	5.53%
	7.2. Domestic Express Post Delivery Performance, Committed Areas outside of Metro Manila	6.00%		Actual / Target x Weight	90% of items delivered within 3 days after posting	90% of items delivered within 3 days after posting	80% of items delivered within 3 days after posting	5.33%	

PHILIPPINE POSTAL CORPORATION (PHLPost)

		Component			3rd Quarter				
Objective		Formula	Weight	Rating System	2019 Annual Target	Target	Actual	Rating	
INTERNAL PROCESS	SM 7	7.3. International Express Post Delivery Performance, Committed Areas Handled by Express Mail Exchange Department	Percentage of Postal Items Delivered within the Standard Turnaround Time	6.00%	Actual / Target x Weight	95% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance	95% of items delivered within 1 day after Customs clearance	6.00%
		7.4. International Express Post Delivery Performance, Committed Areas Outside of Those Handled by Express Mail Exchange Department		6.00%	Actual / Target x Weight	95% of items delivered within 3 days after Customs clearance	95% of items delivered within 3 days after Customs clearance	80% of items delivered within 3 days after Customs clearance	5.05%
	SM 8	International Parcel Post Delivery Performance		4.00%	Actual / Target x Weight	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	80% of items delivered within 7 days after Customs clearance	3.76%
		Letter Post Delivery Performance							
		9.1. Domestic Ordinary Letter Post Delivery Performance	Percentage of Postal Items Delivered within the Standard Turnaround Time	4.00%	Actual / Target x Weight	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	80% of items delivered within 7 days after posting	3.76%
	SM 9	9.2. Domestic Registered Letter Post Delivery Performance		4.00%	Actual / Target x Weight	85% of items delivered within 7 days after posting	85% of items delivered within 7 days after posting	81% of items delivered within 7 days after posting	3.81%
		9.3. International Letter Post Delivery Performance		4.00%	Actual / Target x Weight	85% of items delivered within 7 days after Customs clearance	85% of items delivered within 7 days after Customs clearance	80% of items delivered within 7 days after Customs clearance	3.76%
	SO 6	Uphold Postal Service Integrity by Strengthening Security in Postal Processes							
	SM 10	ISO Certification	ISO Certification of Frontline Services	5.00%	All or Nothing	ISO 9001:2015 Certification of Manila Central Post Office	N/A	Preparation of Quality Management System (QMS)	5.00%
	SO 7	Improve Efficiencies in the Postal Service Through Innovation and ICT							
SM 11	Percentage of Postal Outlets with Internet Connectivity Enabling Track and Trace	Number of Post Offices with Internet Connectivity / Total Number of Post Offices with Internet Connectivity as of end of previous year	5.00%	Actual / Target x Weight	60% of Postal Outlets with Internet Connectivity	N/A	210%	5.00%	
	<i>Subtotal</i>		50.00%					47.00%	

PHILIPPINE POSTAL CORPORATION (PHLPost)

		Component						3rd Quarter	
Objective		Formula	Weight	Rating System	2018 Annual Target	Target	Actual	Rating	
LEARNING AND GROWTH	SO 8	Manage Organizational Competencies by Developing Effectual and Competent Human Resources							
	SM 12	Percentage of Employees Meeting Required Competencies	Personnel meeting Required Competencies / Total Number of personnel	3.00%	Actual / Target x Weight	50% of frontline Personnel Meeting Required Technical competencies	N/A	613	1.14%
			Actual Accomplishment	2.00%	Actual / Target x Weight	Establish baseline data on Non-Technical Competencies of frontline Personnel (Postmasters, Tellers and Letter Carriers)	N/A	2071	1.28%
	<i>Subtotal</i>			5.0%					2.4%
TOTAL				100%				93.71%	

Certified Correct:


ZENAIDA V. MATAVERDE
Acting Manager, Corporate Planning Department

Date:


MAURA M. BAGHARI-REGIS
APMG for Administration and Finance

Date:

Approved by:


JOEL L. OTARRA
Postmaster General & CEO

Date:


NORMAN N. FULGENCIO
Chairman, Board of Directors

Date: