



**PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION  
PERFORMANCE SCORECARD  
QUARTERLY MONITORING REPORT**

		COMPONENTS			Target			
Strategic Measure		Formula	Weight	Rating System	2019	3rd Quarter Accomplishment	Remarks	
			2019	2019				
<b>CUSTOMERS</b>	<b>SO 1</b>	<b>Provide Excellent Service to Building Tenants/Owners/Occupants</b>						
	<b>SM 1</b>	<b>Percentage of Satisfied Customers</b>	No. of respondents who rated at least satisfactory/Total no. of survey respondents	20%	(Actual/Target) x Weight	90%	6 out of 7 respondents rated PDGCC at least satisfactory	
	<b>Sub-total</b>			<b>20%</b>				
	<b>SO 2 Efficient Building and Facilities Maintenance and Security</b>							
<b>INTERNAL PROCESS</b>	<b>SM 2</b>	<b>Percentage of Effective Preventive Maintenance of Building Facilities Completed Based on APP</b>	No. of effective preventive maintenance completed/Total No. of effective Preventive Maintenance Projects for the year	20%	(Actual/Target) x Weight	100% of Effective Preventive Maintenance Projects Costing above Php 50,000.00 Completed	6 out of 6 preventive maintenance for the year costing above Php 50,000.00 were completed	Preventive Maintenance were done monthly
	<b>SM 3</b>	<b>Minimize the Number of Emergency Works</b>	No. of emergency works/repairs accomplished/ Total number of maintenance works accomplished	10%	(Actual/Target) x Weight	5% decrease from the baseline	3 emergency work	(Q1 to Q3)
	<b>SM 4</b>	<b>Institute Quality Management System</b>	Actual Accomplishment	10%	All or Nothing	Board-Approved Quality Manual	Done but subject to Board Approval	-
	<b>Sub-total</b>			<b>40%</b>				

COMPONENTS					Target			
Strategic Measure	Formula	Weight	Rating System	2019	3rd Quarter Accomplishment	Remarks		
		2019	2019					
FINANCE	SO 3	Efficient Utilization of Corporate Operating Budget						
	SM 5	Budget Utilization Rate	Total Actual Disbursement/Total Board-approved Corporate Operating Budget per Quarter (both net of PS)	20%	91% - 100% = 20% 86% - 90% = 10% <86% = 0% > 100% = 0%	>90%	59%	(Q1 to Q3)
	Sub-total			20%				
	SO 4	Enhance Human Resource Development Initiatives						
LEARNING AND GROWTH	SM 6	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	20%	All or Nothing	Board-Approved Competency Framework	Done but subject to Board Approval	-
						Establish Competency Baseline of the Organization	Awaiting Board-Approved Competency Framework	-
	Sub-total			20%				
Total			100%					