



PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION
PERFORMANCE SCORECARD
QUARTERLY MONITORING REPORT

COMPONENTS					4th Quarter		Remarks	
Strategic Measure	Formula	Weight	Rating System	Target	Actual			
		2018	2018					
CUSTOMERS	SO 1 Provide Excellent Service to Building Tenants/Owners/Occupants							
	SM 1	Percentage of Satisfied Customers	No. of respondents who rated at least satisfactory/Total no. of survey respondents	20%	(Actual/Target) x Weight	90%	97% (38 out of 39 respondents rated at least Satisfactory)	(Q1 - Q4)
	Sub-total			20%				
	SO 2 Efficient Building and Facilities Maintenance and Security							
INTERNAL PROCESS	SM 2	Percentage of Effective Preventive Maintenance of Building Facilities Completed Based on APP	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	100%	(Q1 - Q4)
	SM 3	Minimize the Number of Emergency Works	No. of emergency works/repairs accomplished/ Total number of maintenance works accomplished	10%	0% - 40% = 20% 40% - 80% = 10% >80% = 0% 100% = 0%	Establish Competency Baseline of the Organization	33%	6 Emergency works out of 18 accomplished maintenance works (Q1 - Q4)
	SM 4	Institute Quality Management System	Actual Accomplishment	10%	All or Nothing	Board-Approved Quality Manual	under review	-
	Sub-total			40%				

COMPONENTS					4th Quarter			
Strategic Measure	Formula	Weight	Rating System	Target	Actual	Remarks		
		2018	2018					
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%	74%	(Q1 - Q4)
	Sub-total			20%				
	SO 4 Enhance Human Resource Development Initiatives							
LEARNING AND GROWTH	SM 6	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Board-Approved Competency Framework	under review	-
			Actual Accomplishment	10%	All or Nothing	Establish Competency Baseline of the Organization	Awaiting Board-Approved Competency Framework	-
	Sub-total			20%				
	Total			100%				