



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

		COMPONENTS			Target			
Strategic Measure		Formula	Weight	Rating System	2022	2nd Quarter Accomplishment	Remarks	
			2022	2022				
<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>	Total number of respondents who gave a rating of atleast satisfactory/Total no. of survey respondents	20%	(Actual/Target) x Weight	90%	-	*PDGCC did not conduct a customer satisfactory survey for the Second Quarter
	<b>Sub-total</b>			<b>20%</b>				
<b>INTERNAL PROCESS</b>	<b>SO 2</b>	<b>Efficient Building and Facilities Maintenance and Security</b>						
	<b>SM 2</b>	<b>Percentage of Effective Preventive Maintenance of Building Facilities Completed Based on APP</b>	No. of effective preventive maintenance projects costing P50,000 completed/Total No. of effective Preventive Maintenance Projects for the year costing P50,000	20%	(Actual/Target) x Weight	100% of Effective Preventive Maintenance Projects Costing above Php 50,000.00 Completed	6 out of 8 Preventive Maintenance for the year costing above Php 50,000.00 were completed	Preventive Maintenance were done monthly
	<b>SM 3</b>	<b>Percentage of emergency works accomplished based on total number of emergency Reported</b>	No. of emergency works/repairs accomplished/ Total number of maintenance works accomplished	15%	(Actual/Target) x Weight	Accomplished 100% of emergency work reported	1 emergency works	(Q1 - Q2)
	<b>SM 4</b>	<b>Institute Quality Management System</b>	Actual Accomplishment	10%	All or Nothing	Board-Approved Quality Policy and Board-Approved Quality Management System Procedure	-	Initial Training for ISO will be on Third Quarter of 2022
	<b>Sub-total</b>			<b>45%</b>				

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Strategic Measure	Formula	Weight	Rating System	2022	2022	2nd Quarter Accomplishment	Remarks	
		2022	2022					
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%	25%	(Q1-Q2)
	Sub-total			20%				
LEARNING AND GROWTH	SO 4	Enhance Human Resource Development Initiatives						
	SM 6	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	15%	All or Nothing	Board-Approved Competency Framework	-	-
	Sub-total			15%				
	Total			100%				