



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

		COMPONENTS			Target			
Strategic Measure		Formula	Weight	Rating System	2020	2nd Quarter Accomplishment	Remarks	
			2019	2020				
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%	-	*PDGCC did not conduct a customer satisfactory survey for the Second Quarter
	Sub-total			20%				
	INTERNAL PROCESS							
	SO 2	Efficient Building and Facilities Maintenance and Security						
	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	4 out of 5 Preventive Maintenance for the year costing above Php 50,000.00 were completed	Preventive Maintenance were done monthly
	SM 3	Minimize the Number of Emergency Works	No. of emergency works/repairs accomplished/ Total number of maintenance works accomplished	15%	(Actual/Target) x Weight	28%	3 emergency works	(Q1-Q2)
	SM 4	Institute Quality Management System	Actual Accomplishment	10%	All or Nothing	Board-Approved Quality Manual	Done but subject to Board-approval	-
Sub-total			45%					

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		2019	2020					
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%	32%	(Q1-Q2)
			Sub-total	20%				
LEARNING AND GRO	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%				