

The DAP Performance Scorecard



Perspectives	Strategic Objectives/Measures	Weights	Formula	Target 2015	Actual 1st Sem 2015
CUSTOMERS	ENHANCED COMPETENCE OF GOVERNMENT OFFICIALS				
	Key government officials (Senior executives & middle managers) capacitated	10%	Actual number of key government officials (Senior executives & middle managers) graduated or completed the programs	PMDP: 140 Graduate Degree Programs: 792	PMDP: MMC5 40 MMC6 38 SEC 25 Graduate Degree Programs: MPM-RD 136 MPQM Cert. in Prod Quality & Mgt. 41
	Re-entry plans (REPs) or Action plans & projects (APPs) success rate	10%	Proportion of participants or students with accepted or implemented REPs & APPs	PMDP 90% Graduate Programs: 92%	PMDP 98% Graduate Program: 89% Enrolled MPMRD:150 MPQM:41
	IMPROVED EFFECTIVENESS AND EFFICIENCY OF GOVERNMENT ORGANIZATIONS ASSISTED				
	Government offices with ISO 9001 Certifiable QMS	10%	Actual number of agencies with ISO Certifiable QMS	17	Certified ao July 2015: 12 Certifiable: 37 on-going
	Participation rate of national government agencies in RBPMS/PBIS implementation	10%	No. of NGAs that participated in RBPMS-PBIS implementation over total of NGAs	100%	On-going. Can not be determined at this time

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CUSTOMERS	ENSURE DELIVERY OF RELEVANT HIGH QUALITY TRAINING, EDUCATION, CONSULTANCY AND RESEARCH SERVICES				
	Customer Satisfaction	10%	Proportion of DAP clients are satisfied with technical assistance services	94%	3 rd Party Assessment will be conducted by end of the year
	FORGE PARTNERSHIPS / INVOLVEMENT OF KEY STAKEHOLDERS				
	Increased number of programs implemented in collaboration with key agencies & stakeholders	10%	Total no. of programs implemented in collaboration with key agencies/stakeholders	12	Can not be determined at this time

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FINANCIAL	SUSTAIN FINANCIAL VIABILITY				
	Revenue growth rate	5%	Percentage Growth year to year	6%	Can't be determined. Annual
	Increased earnings before interest, taxes, depreciation & amortization (EBITDA)	5%	Earning before interest, taxes, depreciation & amortization (EBITDA) year to year	7%	
INTERNAL PROCESS	ACHIEVE OPERATIONAL EXCELLENCE				
	On-time delivery rate	10%	Amount accrued over Total Accruable Amount	87%	39% (formula:2015 target vs mid actual) 80% 2015 mid yr target vs mid actual
	Quality Management System (QMS) Conformance Rate	5%	Sustained ISO Certification	Continued Certification (All Processes)	3 rd party ISO Audit July 13, 2015 w/ Minor NC.
LEARNING & GROWTH	DEVELOP & SUSTAIN HIGH PERFORMING TALENTS				
	Organizational climate/employee morale index	7.5%	100% Developed	Develop tools & system	On-going
	Adoption and implementation of competency-based human resource management framework	7.5%	Implementation of the competency-based framework	Fully implemented enhanced competency-based framework	On-going
Total		100%			