



# Development Academy of the Philippines

## DAP 2019 Performance Scorecard

### Monitoring of Accomplishments (01 January – 31 December 2019)

Perspective	Strategic Objectives (SO) & Performance Measures (PM)	Formula	Weights	Baseline 2018	Target 2019	1 <sup>st</sup> Q Accomplishments 2019	2 <sup>nd</sup> Q Accomplishments 2019	3 <sup>rd</sup> Q Accomplishments 2019	4 <sup>th</sup> Q Accomplishments 2019	
Customer/Stakeholder	SO1	<b>Enhanced Competence of Government Officials</b>								
	PM1	Completion rate	Number of graduates in GSPDM and PMDP over enrolled students per class	10%	GSPDM: 96% PMDP: 99%	At least 90%	GSPDM: 65% (41/63) PMDP: 100% (53/53)	GSPDM: 100% (101/101) PMDP: 100% (53/53)	GSPDM: 97% (137/141) PMDP: 100%(72/72)	GSPDM: 100% (250/250) PMDP: 97% (123/125)
	PM2	Percentage of Capstone Project Plans accepted	Number of Capstones Project Plans accepted by the panel over total number of Capstones Project Plans presented	10%	GSPDM:100% PMDP: 90%	GSPDM: 100% PMDP: 100%	GSPDM: 0% (CPPs to be presented to panel in May 2019) PMDP: 90%	GSPDM: 59% (60/101) PMDP: 92% (49/53)	GSPDM: 96% (96/100) PMDP: 88% (93/106)	GSPDM: 100% (220/220) PMDP: 91% (96/106)
	PM3	Number of local and international public sector productivity specialist trained	Total count of local and international public sector productivity specialist trained	5%	89	75	0 (scheduled training implementation in June 2019)	30	+27 = 57	+42 = 99
			<b>Subtotal</b>	<b>30%</b>						



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	<b>SO2</b>	<b>Improved effectiveness and efficiency of government organizations assisted</b>								
	PM4	Percentage of client government agencies assisted on QMS with ISO 9001 certifiable QMS	No. of government agencies assisted on QMS with ISO9001 Certifiable QMS over total number of client agencies	5%	95.65%	80 %	2  Certifiable Agencies: Philfida-Feb NIA –March	+2 = 4  Certifiable Agencies: LBP Leasing & Finance Corp-May Intramuros Administration – June	+ 9 = 13  Certifiable Agencies: Agricultural Credit Policy Council PNP – Office of the Chief PNP – PNP – NCR Police Office- PNP – Directorate for Plans PNP – Police Security and Protection Group PNP – Firearms and Explosives Office PNP – Retirement & Benefits Administration PNP–Highway Patrol Group PNP – General Hospital	+11 = 24 (100%)  Certifiable Agencies: GQMP 2019: PCW GQMP 2019: NTC GQMP 2019: NVSU GQMP 2019: PhilRaCom GQMP 2019: MMSU GQMP 2019: CAAP GQMP 2019: DFA-FSI GQMP 2019: CBAA GQMP 2019: - DA-BPI GQMP 2019: DA-FPA GQMP 2019:DA-BAFE
	PM5	Number of agencies assisted in innovation projects	Total count of agencies which have been assisted in Innovation	5%	28	6	0  (Scheduled Implementation is in August and September	0  (The impact of the project and commitment of the Agency	0	13



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		projects					Management to the project are being considered before the start of the implementation of any IPIP. Currently, the project team is conducting careful review in identifying the agency to be assisted as this is critical for the success of the IPIP).		
		<b>Subtotal</b>	<b>10%</b>						
	<b>SO3</b>	<b>Broadened adoption of innovative and synergistic solutions to address broad-based policy and socio-economic concerns</b>							
PM6	Number of new programs institutionalized	Total number of programs that have been institutionalized	5%	1 (ALS-EST)	1	On-going development	On-going development/enhancement of the Regulatory Management System. The draft RMS standard was presented to the DAP Management for review and approval. The draft standard will be submitted to the Bureau of Philippine Standards this 2 <sup>nd</sup> semester.	On-going development	1 "Institutionalization of Service Quality Standard/ Whole of Government Citizen Satisfaction Survey"



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	PM7	Number of researches and studies completed	Total number of research and studies completed	5%	6	7	0 (on-going development)	On-going development (Drafted the TORs of the Research Fellows for the 5 industries: education, insurance, mining, non-bank financial intermediaries, and water utility)	On-going development (On-going coordination with DENR-LMB and UP- MOU being reviewed; On-going development- Industry reports to be submitted on year-end)	6 (with interim reports) 1 (for finalization)
			<b>Subtotal</b>	<b>10%</b>						
	<b>SO4</b>	<b>Ensured delivery of relevant high quality training, education, consultancy &amp; research services</b>								
	PM8	Customer satisfaction rating	Proportion of DAP clients that are satisfied with all DAP services	5%	93.95% (94%)	At least 85%	On-going contracting of 3 <sup>rd</sup> party consultant and project validation	On-going administration and gathering of data. To date, 153 clients surveyed	On-going administration and gathering of data. To date, 260 clients surveyed	97% based on Interim Report, 408 clients surveyed
			<b>Subtotal</b>	<b>5%</b>						
	<b>SO5</b>	<b>Broadened network and linkages with local and foreign (public or private) institution</b>								
	PM9	Percentage of active partnership with institutions	Total number of partnerships with existing activities over total number of	5%	14 active partners	At least 80%	28.57% (2 out of 7)	57% (4 out of 7)	57% (4 out of 7) 3 New partnerships forged (BTA-OPAPP, RBOI-ARMM and DICT)	100% (8/8)



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		partnerships Forged								
	PM10	Number of international projects/ hostings implemented	Total count of APO projects hosted or implemented by DAP	5%	17	16	0	3	7	16
			<b>Subtotal</b>	<b>10%</b>						
Financial	<b>SO6</b>	<b>Sustained financial viability</b>								
	PM11	Revenue growth year to year (Gross Revenue)	Percentage growth year to year	5%	9.8% (P653.815M)	P599 Million (projected based on 3 year average)	P110,807,908	P274,453,213 Million (as of June 30)	P462,431,479 (as of Sept 30)	P612 Million (EO November 2019)
	PM12	Earnings Before Interest, Taxes, Depreciation & Amortization (EBITDA)	EBITDA (% increase from year to year) absolute value average 3 year	5%	56.5% (P97.045M)	P42 Million (projected based on 3 year average)	P 14,554,555	P24.856 Million (as of June 30)	P58,330,623 (as of Sept 30)	P93 Million (EO November 2019)
			<b>Subtotal</b>	<b>10%</b>						



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Internal Process	<b>SO7</b>	<b>Achieved operational efficiency</b>								
	PM13	Budget Utilization Rate for Major Government Programs from NG	BUR = disbursement over actual releases	5%	100%	100%	81%	84%	88%	92% (EO November 2019)
	PM14	On-time delivery rate	Percentage of projects completed /accomplished as planned	5%	81%	At least 80%	On-going project validation	On-going project validation	On-going project validation	94%
	PM15	Quality Management System (QMS) Conformance Rate	Sustained ISO certification	5%	DAP is ISO 9001:2015 Certified	Continued Certification ISO 9001:2015	Schedule of 3 <sup>rd</sup> party audit is in September 2019	Schedule of 3 <sup>rd</sup> party audit is in September and October 2019	3 <sup>rd</sup> party audit conducted last October 2019; To apply for recertification	DAP is ISO 9001:2015 Certified
			<b>Subtotal</b>	<b>15%</b>						
Learning and Growth	<b>SO8</b>	<b>Expand and maintained pool of high performing talents</b>								
	PM16	Organizational climate employee morale index	Score on employee morale of surveyed employees	5%	3.8 (Positive Perception)	At least 4.0	Maintain the initiatives that sustain the positive perception of the personnel/staff.  Survey for 2019 will be	Survey for 2019 employee morale is in scheduled in October 2019	N/A (To be Administered by Q4 2019)	4.0 (Positive Perception)



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						conducted in last quarter of the year			
	PM17 Implementation of Competency-Based Human Resource Management Framework (CBHRMF)	Milestone Accomplishment	5%	Personnel & staff from Program Operations Group who did not meet the competency were provided with interventions.	80% of competency gaps of Programs personnel are addressed	On-going provision of interventions to those who have not met the competencies.  Will conduct another round of assessment for there are personnel/staff that were promoted and separated from the Academy.	On-going provision of interventions/training to meet the required competencies.  Re-assessment and validation of competencies to be conducted from October to December 2019	76% (25 out of 33)	85% (28/33)
		<b>Subtotal</b>	<b>10%</b>						
		<b>GRANDTOTAL (Performance Rating)</b>	<b>100%</b>						

Certified True and Correct:

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