



### Interim PES Form 3

**NAME OF GOCC:** EMPLOYEES' COMPENSATION COMMISSION – OCCUPATIONAL SAFETY AND HEALTH CENTER  
DEPARTMENT OF LABOR AND EMPLOYMENT

| PERSPECTIVE              | COMPONENT         |                                      |   |                 |   | BASELINE DATA |      |                      |     | 2018<br>ACCOMPLISHMENT   | RATING |
|--------------------------|-------------------|--------------------------------------|---|-----------------|---|---------------|------|----------------------|-----|--|--------|
|                          | OBJECTIVE/MEASURE | FORMULA                              | WEIGHT  | RATING<br>SCALE | 2015  | 2016          | 2017 | TARGET               |     |  |        |
|                          |                   |                                      |   |                 |   |               |      |                      |     |  |        |
| STAKEHOLDERS / CUSTOMERS | SO 1              | ENSURED SATISFACTION OF STAKEHOLDERS |   |                 |   |               |      |                      |     |  |        |
|                          | SM1               | Percentage of Satisfied Customers    | Number of respondents who gave a rating of at least Satisfactory /Total number of Respondents | 10%             | (Actual / Target) x Weight<br><br>If less than 80% = 0% | N/A           | N/A  | Established Baseline | 90% | Report on 2018 ECC-OSHC Customer Satisfaction Measurement Survey conducted by Fernando Paragas Marketing and Management Consultancy (FPMMC) shows an overall net satisfaction rating of 92.7%. | 10%    |
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| PERSPECTIVE      | COMPONENT         |  |  |                 |   | BASELINE DATA          |                         |        |      | 2018<br>ACCOMPLISHMENT   | RATING |
|------------------|-------------------|--|--|-----------------|---|------------------------|-------------------------|--------|------|--|--------|
|                  | OBJECTIVE/MEASURE | FORMULA  | WEIGHT   | RATING<br>SCALE | 2015  | 2016                   | 2017                    | TARGET |      |  |        |
|                  |                   |  |  |                 |   |                        |                         |        |      |  |        |
| FINANCIAL        | SO 2              | MAXIMIZED BUDGET UTILIZATION   |  |                 |   |                        |                         |        |      |  |        |
|                  | SM3               | Efficient utilization of Corporate Operating budget                                      | Total Budget Utilized / Total DBM Approved Budget  | 10%             | All or Nothing  | ECC – 90%<br>OSHC– 95% | ECC – 72%<br>OSHC – 90% | 90%    | 90%  | ECC – 73%<br>OSHC – 75.25%                                       | 0%     |
|                  |                   |  | SUB-TOTAL  | 10%             |   |                        |                         |        |      |  | 0%     |
| INTERNAL PROCESS | SO 3              | ENHANCE EC BENEFITS THROUGH POLICY ISSUANCES   |  |                 |   |                        |                         |        |      |  |        |
|                  | SM4               | Increase number of approved EC Policy Issuances to enhance benefits and improve services | Total number of EC Policy issuances geared towards the enhancement of benefits and services                | 10%             | (Actual / Target) x Weight                              | 11                     | 6                       | 5      | 6    | 133%<br>(8/6)  | 10%    |
|                  | SO 4              | PROMPT AND FAIR RESOLUTION OF CASES  |  |                 |   |                        |                         |        |      |  |        |
|                  | SM5               | Efficient Disposition of Appealed Cases within the Process Cycle Time (PCT)              | Number of cases acted upon with 20 working days from receipt of appeal / Number of cases as of 30 November | 15%             | (Actual / Target) x Weight<br><br>0% = if less than 80% | 79.57%                 | 100%                    | 100%   | 100% | 100%<br>Appealed cases disposed within 20 working days (103/103) | 15%    |



| PERSPECTIVE | COMPONENT         |   |   |                 | BASELINE DATA   |       |      |        | 2018<br>ACCOMPLISHMENT                                      | RATING  |     |
|-------------|-------------------|---|---|-----------------|---|-------|------|--------|---|---|-----|
|             | OBJECTIVE/MEASURE | FORMULA   | WEIGHT  | RATING<br>SCALE | 2015  | 2016  | 2017 | TARGET |   |   |     |
|             |                   |   |   |                 |   |       |      |        |   |   |     |
|             | SO 5              | INCREASE AVAILMENT OF REHABILITATION SERVICES FOR PWRDs   |   |                 |   |       |      |        |   |   |     |
|             | SM6               | PWRDs facilitated with rehabilitation services (PT/OT, Prosthesis and Skills, and Entrepreneurial Training)   | Number of PWRDs with valid requests provided with rehabilitation /Total Number of PWRDs with complete documents | 10%             | All or nothing  | 130%  | 129% | 100%   | 100%  | 105.79%<br>(694/656)  | 10% |
|             | SO 6              | IMPROVED AWARENESS AND CAPACITY IN PRIORITY AREAS   |   |                 |   |       |      |        |   |   |     |
|             | SM7               | Increase the number of new batches for the Mandatory Occupational Safety and Health (OSH) Trainings conducted | Actual number of batches provided with OSH Trainings conducted  | 10%             | All or Nothing  | 71    | 186  | 130    | 130   | 174.61%<br>(227/130)  | 10% |
|             | SO 7              | EFFICIENT DELIVERY OF TECHNICAL SERVICES  |   |                 |   |       |      |        |   |   |     |
|             | SM8               | Percentage of technical services completed within the process cycle time (PCT)                                | Number of Technical Services completed within PCT / Total number of Technical Services with valid request       | 10%             | (Actual / Target) x Weight<br><br>0% = if less than 95% | 97.9% | 95%  | 100%   | 100% of technical services processed within 30 working days | 100% of technical services processed within the 30 days PCT | 10% |
|             |                   |   | SUB-TOTAL   | 55%             |   |       |      |        |   |   | 55% |

| PERSPECTIVE         | COMPONENT         |   |   |                 | BASELINE DATA  |                         |  |   | 2018<br>ACCOMPLISHMENT                                  | RATING   |     |
|---------------------|-------------------|---|---|-----------------|----------------|-------------------------|--|---|---|--|-----|
|                     | OBJECTIVE/MEASURE | FORMULA   | WEIGHT  | RATING<br>SCALE | 2015           | 2016                    | 2017                                   | TARGET  |   |  |     |
|                     |                   |   |   |                 |                |                         |  |   |   |  |     |
| LEARNING AND GROWTH | SO 8              | MAINTENANCE AND IMPLEMENTATION OF A QUALITY MANAGEMENT SYSTEM |   |                 |                |                         |  |   |   |  |     |
|                     | SM 9              | Improve Quality Management System                             | Actual Accomplishment   | 5%              | All or Nothing | ISO 9001:2008 Certified | ISO 9001:2008 Certified                | ISO Certification of all Processes under 9001:2008  | Pass Surveillance Audit for ISO Certification 9001:2015 | ECC and OSHC passed the 1 <sup>st</sup> Surveillance Audit and Recertification Audit compliant to the requirements of the ISO 9001:2015 conducted by ECC and OSHC certifying body TUV Rheinland Philippines, Inc. on December 17, 2018 and December 12, 2018, respectively | 5%  |
|                     | SO 9              | MAINTENANCE AND IMPLEMENTATION OF A QUALITY MANAGEMENT SYSTEM |   |                 |                |                         |  |   |   |  |     |
|                     | SM 10             | Percentage of employees with required competencies met        | Number of employees meeting the required level of Core and Organizational Competency / Total number of employees with Core and Organizational Competency requirements | 5%              | All or Nothing | No Data                 | Competency Model / Framework developed | Established Competency Baseline of the Organization | 80%   | 85% of employees provided with core and organizational competency requirements   | 5%  |
|                     |                   |   |   |                 |                |                         |  |   |   |  |     |
|                     |                   |   | SUB-TOTAL   | 10%             |                |                         |  |   |   |  | 10% |
|                     |                   |   | TOTAL   | 100%            |                |                         |  |   |   |  | 90% |

**Certified Correct:**


  
**AURORA I. QUILANDRINO**  
Chief, PPSMD

18 February 2019

  
**MARIA TERESA M. URBANO**  
Chief, Finance Division

Approved by:

  
**STELLA ZIPAGAN-BANAWIS**  
Executive Director

  
**CIRIACŌ A. LAGUNZAD III**  
Chairman-Alternate