

Name of GOCC: Employees' Compensation Commission - Department of Labor and Employment

PERFORMANCE MEASURES				Baseline Data (if available)				CV 2044	CY 2014	
DESCRIPTION	FORMULA	WEIGHT	DATA PROVIDER (IF APPLICABLE)	2010	2011	2012	2013	CY 2014 TARGETS	ACCOMPLISH- MENTS	RATING
MFO 1 : Improve	ed and Expanded	Benefits	and Service	es				X 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	1200/	22.5
Quantity 1. Number of issuances to improve the benefits and services and/or expand the coverage of ECP approved by the Board	Number of issuances approved Number of issuances targeted	22.5	Internal	9/15 issuances approved by the Board	5/13 issuances approved by the Board	8/6 issuances approved by the Board	130% 13/10 issuances approved by the Board	100% 10 issuances approved by the Board	130% 13/10 issuances approved by the Board	
Quantity 2: Number of Persons with Work-Related Disability (PWRDs) provided with various rehabilitation services	Number of PWRDs provided with various rehabilitation services ÷ targeted number of PWRDs to be provided with various rehabilitation services	12.5	internal	369% 502/136 PWRDs provided with various rehabilitation services	322/229 PWRDs provided with various rehabilitation services	525/390 PWRDs provided with various rehabilitation services	99.85% 649/650 PWRDs provided with various rehabilitation services	650 PWRDs provided with various rehabilitation services	159% 1036/650 PWRDs provided with various rehabilitation services	12.5

PERFORMANCE MEASURES				Baseline Data (if available)					CY 2014	
DESCRIPTION	FORMULA	W EIGHT	DATA PROVIDER (IF APPLICABLE)	2010	2011	2012	2013	CY 2014 TARGETS	ACCOMPLISH- MENTS	RATING
Quality 2 : Customer satisfaction feedback for rehabilitation services	No. of positive feedback ÷ total feedback received	12.5	Internal	Not monitored	Not monitored	Not monitored	100% positive feedback for 85 feedback forms received	100% positive feedback	100% positive feedback for 339 feedback forms received	12.5
Quantity 4:Number of companies in ECP advocacy seminars	Number of companies in ECP advocacy seminars ÷ targeted number	12.5	Internal	Not monitored	Not monitored	Not monitored	7,788/6,500 companies	7,000 companies	141% 9,894/7,000 companies	12.5
	of companies in ECP advocacy seminars					POTENTIAL PROPERTY AND ADMINISTRATION OF A PARTY AND ADMINISTRATIO				
Subtotal o		60	and processing and an artist of the second s			the constitution of			and the second s	60
MFO 2 : Appeale Quantity: Number of appealed cases disposed within the year	Number of cases disposed ÷ (Number of cases pending as of 01 January + No. of cases received as	d 20	Internal	91.4% disposition rate 201/220	94.4% disposition rate 221/234	98.5% disposition rate 192/195	100% disposition rate 171/171	98% disposition rate	99% disposition rate 139/141	19.8
Timeliness: Number of appealed cases disposed within the process cycle time of 40 working days	of 20 November) Number of cases disposed within the process cycle time ÷ (Number of cases pending as of 01 January + No. of cases received as of 20 November)	10	Internal	79% 158/201	55% 122/221	94.3% 181/192	80% 136/171	95%	100% 139/139	10
Subtotal of Weigh	nts	30				POTENTIAL				29.8

PERFORMANCE MEASURES			BASELINE DATA (IF AVAILABLE)					CY 2014		
DESCRIPTION	FORMULA	WEIGHT	DATA PROVIDER (IF APPLICABLE)	2010	2011	2012	2013	CY 2014 TARGETS	ACCOMPLISH- MENTS	RATING
	ECC Quality Management System (QMS) Established	10					9.75 Stage 1 audit completed	ISO 9001:2008 certified	100% ISO 9001:2008 certified Certificate Register No. 01 100 1432634 issued by TUV Rheinland Cert GmbH	10
Subtotal of Weights		100		The second secon						10
TOTAL OF WEIGHTS:										99.8%

Certified Correct:

AURORA I. QUILANDRINO Chief, PPSMD

25 February 2015

MARIA TERESA M. URBANO Chief, Finance Division

Approved by:

STELLA ZIPAGAN-BANAWIS

Executive Director

ROSALINDA DIMAPILIS-BALDOZ

Chairperson