



STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS)

May 2015



Republic of the Philippines
METRO SIARGAO WATER DISTRICT
Barangay 9 Poblacion Dapa Surigao del Norte
SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920



Table of Contents

I.	POLICIES	1
II.	OBJECTIVES	1
III.	SCOPE AND COVERAGE	2
IV.	KEY PLAYERS AND RESPONSIBILITIES	2
V.	STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS) CYCLE	8
VI.	RATING PERIOD	9-11
VII.	SANCTIONS	12
VIII.	APPEALS	12
IX.	USES OF PERFORMANCE RATING	13
X.	TRANSPARENCY OF PERFORMANCE RATINGS	13
XI.	EFFECTIVITY	13
XII.	COMMITMENT	14
	Annex A - Office Performance Commitment and Review	15
	Annex B - Individual Performance Commitment and Review	16
	Annex C - SPMS Calendar	17
	Annex D - Performance Monitoring and Coaching Journal	18
	Annex E - Professional Development Plan	19
	Appendix A - Vision, Mission and Values	20-21
	Appendix B – Strategic Goals	22-36



STRATEGIC PERFORMANCE MANAGEMENT SYSTEM

In conformity with the Guidelines in the Establishment and Implementation of Agency Strategic Performance Management System (SPMS) provided under the CSC Resolution No. 1200481 and CSC MC NO. 6, s. 2012, the METRO SIARGAO WATER DISTRICT (MSWD) hereby adopts the herein Strategic Performance Management System to be referred to as the AGENCY SPMS.

I. **POLICIES**

The agency shall be guided by the following policies:

1. The AGENCY SPMS adheres to the principle of performance-based security of tenure. It provides motivation and basis for incentives to performers and applies sanction to non-performers;
2. The AGENCY SPMS operates on shared commitments and objectives measures of planned and agreed upon by management and employees;
3. The AGENCY SPMS enhance productivity by using performance targets and standards attuned to organizational goals and mandate;
4. The AGENCY SPMS promotes transparency and provides mechanism for appeals and resolution of conflicts and/or disagreement.

II. **OBJECTIVES**

The **AGENCY SPMS** aims:

1. To concretize the linkage of organization performance with the Philippine Development Plan, District Strategic Business Plan and the Organizational Performance Indicator Framework;
2. To ensure organizational effectiveness and improvement of individual employee efficiency by cascading institutional accountabilities to the various levels of the organization;
3. To link performance management with other Human Resource System and ensure adherence to the principle of performance-based tenure, basis for personnel actions, incentives and rewards, and administrative sanctions; and
4. To Continually faster improvement of employee performance and efficiency and organizational effectiveness.



III. SCOPE AND COVERAGE

The AGENCY SPMS applies to all and second level employees in the career service. For second level employees, it shall apply to those performing professional, technical, executive and managerial functions. It may also to employees in the non-career service whenever appropriate.

IV. KEY PLAYERS AND RESPONSIBILITIES

The following procedure shall be observed in implementing the AGENCY SPMS:

The Key Players of this System are as follows:

1. Champion - General Manager;
2. Performance Management Team;
3. Human Resource Management Officer;
4. Employees

Specifically, they have the following functions, to wit:

Champion – General Manager

1. Responsible and accountable for the establishment and implementation of SPMS
2. Sets agency performance goals/objectives and performance measures.
3. Determines agency target setting period
4. Approves office performance commitment and rating.

Performance Management Team (PMT)

A Performance Management Team (PMT) shall be created with composition and responsibilities hereunder enumerated:

Composition

The PMT is composed of the following:

1. The General Manager
2. Human Resource Management Officer
3. Cashier/Bookkeeper or an employee responsible for financial management
4. Engineer or an employee's responsible for technical operations.



Responsibilities of the PMT

- Sets consultation meeting of all employee to discuss the office performance commitment and rating.
- Ensures that office performance targets, measures and budget are aligned with those of the Agency and that work distribution is rationalized;
- Recommends approval of the office performance commitment and rating to the General Manager;
- Acts as Appeals body and final arbiter for performance management issues;
- Identifies potential top performers for awards and incentives;
- Adopts its own internal rules, procedure and strategies in carrying out its responsibilities.
- Assumes primary responsibilities for performing management in the office.
- Conducts strategic planning session with the employees.
- Reviews and approve individual performance commitments final rating form
- Submits quarterly Accomplishments report.
- Does initial assessment of employee's performance.
- Determine find assessment of individual employee performance level.
- Informs employee of the final rating and identifies necessary interventions to employees
- Provides written notice to subordinates who obtain unsatisfactory or poor rating.

Human Resource Management Officer

- Monitors submission of Individual Performance Commitment and Rating Form.
- Reviews the Summary List of Individual Performance Rating.
- Provides analytical data on retention, skill/ competency gaps and talent development plan.
- Coordinates developmental interventions that will form part of the HR Plan
- Provides written notice to subordinate who obtain unsatisfactory or poor rating.

Individual Employees

- Acts as partners of management and co-employees in meeting organizational performance goals.



V. THE STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS) CYCLE

1. a. Performance Planning and Commitment

1.a.1 Organizational Targets

The last quarter immediately preceding the rating period is devoted to preparation and setting of organizational targets.

Organizational targets refer to short-range (annual or semi-annual) expected accomplishments set to achieve objects.

These organizational targets attuned to the vision and mission of the District, which specifically taken from the strategic goals set in the Strategic Business Plan of the District, which are attuned to its mandate and the Philippines Development Plan. In setting the targets, the corporate value as identified and discussed in the Strategic Business Plan may also be considered.

The performance of the units of the organization is rated on how far it exceeded or fell short of its target based on the range of adjectival or numerical rating under Agency SPMS;

It is a must that the general manager and the employees of the organizational unit agree on the targets set by affixing their respective signatures in the space provided for the Office Performance Commitment and Review (OPCR).

In setting work targets, the Manager shall likewise indicate the detailed budget requirements per expense amount to help the agency head in ensuring a strategy driven budget allocation and in measuring cost efficiency. The agency shall also identify specific employee as primarily accountable for producing a particular target output per program/project/activity. These targets, performance measure, budget and responsibility centers are summarized in the **OPCR (Annex "a")**.

OPCR shall submitted to the PMT for review on the 5th of October. PMT shall submit its review report to the Office of the General Manager on the 5th of November. The approval of the General Manager is expected on the 5th of December.



1.a.2. Employees Targets

Each employee then prepares performance targets using the prescribed individual Performance Commitment and Review (IPCR) based on the organizational targets set by the District and the work program of the department/division or organizational unit where the employee belongs. All targets relate to job duties and organizational needs.

Employee Performance Targets refers to the duties or work assignment given by the General Manager to the employee, with the work output/outcome of each duty clearly stated by the immediate supervisor and understood by the employee and measured with a standard at least in quantity, efficiency and time set either by the head of the agency downloaded to the immediate supervisor.

The performance of the employee is rated on how far he exceeded or fell short of this target based on the range of adjectival or numerical rating under Agency SPMS;

It is a must that the immediate supervisor and the employee agree on the target sets by affixing their respective signatures in the space provided for in the **IPCR (Annex B)**.

The IPCR shall be submitted to the General Manager on the 5th of January for the 1st semester and on July 5th for the 2nd semester for assessment. The General Manager shall submit copy of IPCR to the PMT on the 5th of January for the 1st semester and July 5th for the 2nd semester for assessment for confirmation and to the Human Resource Office on 10th of January and 10th of July for the 1st and 2nd semester, respectively for filling and monitoring.

1.a.3. Setting of Performance Standards

Each employee also sets his performance standards together with his targets. In no case shall individual employee's performance standards be lower than the agency's standards as reflected in its Performance Contract.

Performance Standard is a measure or yardstick against which performance level is assessed. It is the product of mutual agreement among members of the organization or between the immediate supervisor and the employee. This includes measures of quantity, efficiency and time, whichever is applicable.

Unless the work output of a particular duty or work assignment has been assigned pre-set standards by management, its standards shall be agreed upon by the supervisors and the rates.

For this the general standards shall be by the PMT.



1.a.4. Confirmation

Organizational performance targets are assessed by the Management Services and confirmed by the PMT before the rating period not later than the 15th day of the start of the rating period. Performance targets become final or valid case the PMT failed to act it within fifteen (15) working upon submission.

The PMT stamps its certification of review and confirmation on the organization performance targets should it be found acceptable. It also ensure that no alterations in the confirmed performance targets and standards are made during the evaluation process.

Individual performance targets are assessed by the Performance Management Team and confirmed by the PMT before the rating period but not later than 15th day of the start of the rating period. Performance targets become final in case the Performance Management Team (PMT) failed to act on it within fifteen (15) working days upon submission.

1.a.5. Modification

Organizational/Individual performance targets for a given rating period which are duly confirmed by the PMT and approved by the General Manager may be modified based on changes brought about by new mandates and programs of the agency in general and the organizational unit in particular. The General Manager shall make request for modification on their respective targets to the. Modification of the originally planned targets in OPCR and IPCR may also be allowed in case where an employee is given special assignments that would significantly affect the accomplishment of the original targets. It is understood, however, that such special assignments will no longer be treated as intervening task.



2.b Performance Monitoring and Coaching

Monitoring and evaluation mechanism should be in place to ensure that timely and appropriate steps can be taken to keep a program on track and to ensure that its objectives or goals are met in the most effective manner. Also, a very vital tool of management at this stage is an Information System that will support data management to produce timely, accurate, and reliable information for program tracking and performance monitoring/reporting.

During the performance monitoring and coaching phase, the performance of the officers and every individual shall be regularly monitored at various levels: i.e. the Head of Agency, (Management Services Office, Department/Division Heads) and individual, on a regular basis.

Supervisors and coaches play a critical role at this stage. Their focus is on the critical function of managers and supervisors as coaches and mentors in order to provide an enabling environment/intervention to improve team performance; and manage and develop individual potentials. For this purpose, the supervisor and the subordinates must meet at least once a month to review progress of work accomplishments. They focus their review of discussion on problem and difficulties encountered and find ways to resolve the same.

They also discuss and agree on certain checkpoints in terms of schedule and outputs status in order to endure accomplishments of the task.

2.c. Performance Review and Evaluation

This phase aims to assess both office and individual employee's performance level based on performance targets and measure as approved in the office and individual performance commitment contracts.

The results of assessment of an office and individual performance shall be impartial owing to scientific and verifiable basis for target setting and evaluation.

Performance Assessment of Organizational Units

For the Office Performance Assessment, the General Manager shall consolidate, review validate and evaluate the initial performance assessment of the Division based on reported Office accomplishments against the success indicators and the allotted budget against the actual expenses. The result of the assessment shall be submitted to the PMT for calibration and recommendation to the Head of Agency. The Head of Agency shall determine the final rating of offices/units.

An agency performance review conference shall be conducted annually by the Office of the General Manager through the Performance Management Team (PMT) for the purpose of discussing the Office assessment. This shall include participation of the Cashier & Bookkeeper as regards budget utilization. To ensure complete and comprehensive performance



review, all offices shall submit a quarterly accomplishments report to the HRMO based on the **SPMS Calendar (Annex C)**.

Any issue/appeal/protest on the Office assessment shall be articulated by the concerned employee and decided by the agency head during the conference; hence the final rating shall no longer be appealable/constable after the conference.

The Performance Management Team (PMT) shall provide each employee with the final Office assessment to serve as basis for the assessment of individual staff members.

Performance Assessment for Individual Employee's

The Human Resource Management Officer shall assess individual employee performance based on the commitments made at the beginning of the rating period. The performance rating shall be based solely on records of accomplishments: hence there is no need for self rating.

The SPMS puts premium on Major Final Outputs towards realization of organizational mission/vision. Hence, rating for planned or intervening task shall always be supported by reports, documents or any as proofs of actual performance. In the absence of said bases or proofs, a particular task shall not be rated disregarded.

The General Manager shall indicate qualitative comments, observation and recommendation in the individual employee's performance commitment and review form to include competency assessment and critical incidents which shall be used for human resource development purpose such as promotion and other interventions.

Employee assessments shall be discussed by the General Manager with the concerned rate prior to the submission of the individual employee's performance commitment and review to the Management Services.

The General Manager shall determine the final assessment of performance level of the individual employee's in his/her office based on proof of performance. The final assessment shall correspond to the adjectival description of Outstanding, Very Satisfactory, Satisfactory, Unsatisfactory and Poor.

The General Manager may adopt appropriate mechanism to assist him/her distinguish performance level of individuals, such as but not limited to peer ranking and client feedback. The average of all individual performance shall not go higher that the collective performance assessment of the (agency) office.

The General Manager shall ensure that the employee is notified of his/her final performance assessment and the Summary List of the Individual Ratings with their attached IPCRs are submitted to the HRM Office within the prescribed period (refer to SPMS calendar).



How to Compute the Rating

During the performance review and evaluation, discussion at the end of the rating period the PMT evaluates the organizational unit of its accomplishment vis-à-vis its target as indicated in the targets and accomplishments column of the approved OPCR.

Each accomplishment is rated by comparing the targets against the actual job accomplishments. The Quantity (Q), Efficiency (E), and Timelines (T) standards earlier set are used in giving each accomplishments a numerical point rating.

Add all the point under Quantity (Q), Efficiency (E), and Timelines (T) for each work/activity for each rater and divide by the number of entries to get their respective Average Point Scores (A). Add all Average Point Scores to get the Total Overall Rating.

Divide the Total Rating with the number of entries to get the Final Average Rating.

Using the SPMS Rating Scale, determine the Adjectival Rating of the organizational unit.

The same method of computation shall be made in determining the performance rating of the subordinate. The average of all individual performance shall not go higher that the collective performance assessment of the office.

Levels of Performance

Each division/employee is rated on the balls of the levels of performance set below:

SPMS General Rating Scale

Numerical	Adjectival	Description
5	Outstanding	Performance represents an extraordinary level of achievement and commitment in terms of quality and time, technical skills and knowledge, ingenuity, creativity and initiative. Employees at his performance level should have demonstrated exceptional job mastery in all major areas of responsibility. Employee achievement and contributions to the organization are of marked excellence.



4	Very Satisfactory	Performance exceeded expectations. All goals objectives and targets were achieved above the establishment standards.
3	Satisfactory	Performance met expectations in terms of quality of work, efficiency and timeless. The most critical annual goals were met.
2	Unsatisfactory	Performance failed to met expectations, and/or one or more of the most critical goals were not met
1	Poor	Performance was consistently below expectations, and/or reasonable progress toward critical goals was not made. Significant improvement is needed in or more important areas.

Below are the rating scales for each of the criteria used in the evaluation of the accomplishment of the targets:

SPMS Quantity (Effectiveness/Quantity) Rating Scale

Numerical	Adjectival	Description
5	Outstanding	100% to 90% meeting the success indicators
4	Very Satisfactory	80% to 89.99% of the success indicators
3	Satisfactory	70% to 79.99% of the success indicators
2	Unsatisfactory	60% to 69.99% of the success indicators
1	Poor	Below 60% of the success indicators

SPMS Rating Scale for Efficiency

Numerical	Adjectival	Description
5	Outstanding	Task completed 7 days before target date and/or no error and/or 90% of the approved budget cost.
4	Very Satisfactory	Task completed 5 days before target date and/or 2 errors and/or 95% of the approved budget costs.
3	Satisfactory	Task completed on target date and/or 5 errors and/or according to the approved budget costs.
2	Unsatisfactory	Task completed 5 days offer target date and/or 10 errors and/or 105% of the approved budget cost.
1	Poor	Task completed 7 days after target date and/or more than 10 errors and/or more than 110% of the approved budget cost.



SPMS Rating Scale for Timelines

Numerical	Adjectival	Description
5	Outstanding	Task completed on before the target date.
4	Very Satisfactory	Task Completed 0.1% to 10% after the target date or completed after 3 working days from the target date.
3	Satisfactory	Task completed on 10.01% to 20% after the target date or completed after 5 working days from the target date.
2	Unsatisfactory	Task completed 20.01% to 30% after target date or completed after 10 working days from the target date.
1	Poor	Task completed by more than 30% after the target date or completed after 15 working days from the target date.

2.d Performance Rewarding and Development Planning

Part of the individual employee's evaluation is the competency assessment vis-à-vis the competency requirements of the job. The result of the assessment shall be discussed by the department/divisions manager with the individual employee at the end of each rating period. The discussion shall focus on the strengths, competency related performance gaps and the opportunities to address these gaps, career paths and alternatives.

The result of the competency assessment shall be treated of the performance rating of the employee.

Appropriate development interventions shall be made available by the department/division manager and supervisors in coordination with the HRM Office.

The results for the performance evaluation/assessment shall serve as input to the:

- a. General Manager in identifying and providing the kinds of interventions needed based on the development needs identified;
- b. Agency HRM Office in consolidating and coordination development interventions that will form part of the HR Plan and the basis for rewards and incentives;
- c. PMT in identifying potential PRAISE Awards nominees for various award categories; and
- d. Basis of PRAISE Committee in determining top performers of the agency who will qualify for awards and incentives.

Officials and employees who are on official travel, approved leave of absence, trainings or scholarship programs and who have already met the required minimum rating period of 90 days are required to submit their performance target and accomplished Individual Performance Commitment and Review Forms (IPCR) before they leave the office.



For purpose of performance-based personnel actions, employees who are not given ratings for a particular shall use their performance ratings obtained in the preceding rating period. This provisions, shall not however, apply to those who are on vacations leave, even if their leave is covered by an application approved by the General Manager.

The agency shall submit to the Civil Service Commission – Field Office a list of all employees showing their individual performance rating not later than (3) months after every rating period.

VI. RATING PERIOD

Performance evaluation is done Semi-annually or every six (6) months ending on June 30 and December 31 of every year. However, if there is a need for a shorter or a longer period, the minimum appraisal period is at least ninety (90) calendar days or three (3) months while the maximum is not longer than one (1) calendar year.

VII. SANCTIONS

Non-Submission of the Office Performance Commitment and Rating Form to the PMT or non-submission of Individual Employee’s Performance Commitment and Rating form to the HRM Office within the specified dates be ground for:

- a. Employee’s disqualification for performance-based personnel actions;
- b. Administrative sanction for violation of reasonable office rules and regulation and simple neglect of duty for supervisors or employees responsible for delay or non-submission of the office and individual performance commitment and rating report.

Administrative action shall be filed against an employee for using the **AGENCY SPMS** to give undue advantage or disadvantage to the employees they rate.

The procedure for filing complaints and imposing administrative sanctions shall be in accordance with the Revised Rules in the Conduct of Administrative Investigation.

VIII. APPEALS

- a. An Office/Unit of individual employee can file a appeal with the PMT within ten (10) days from the date of receipt of their performance evaluation rating;
- b. The PMT shall decide on the appeals within one (1) month for receipt.
- c. Officials or employees who are separated from the service on the basis of Unsatisfactory or Poor performance rating can appeal their separation to the CSC or its Regional Office within fifteen (15) days from receipt of the order or notice of separation.



IX. USES OF PERFORMANCE RATINGS

1. Performance-based Security of Tenure

Security of tenure of those holding permanent appointment is not absolute but is based on performance. Employees who obtained Unsatisfactory ratings for two ratings periods and Poor rating for evaluation period shall be dropped from the rolls.

2. Eligibility/Qualification for performance-based Awards and Incentives

Grant of performance based incentives and awards shall likewise be based on the final rating of employees duly confirmed by HRMO and approved by the General Manager. The PMT shall validate the Outstanding Performance ratings and may recommend concerned employees for performance-based awards.

3. Basis Personnel Actions

The performance rating shall be a basis for promotion, training and scholarship grants and other personnel actions. Only employees with Outstanding and Very Satisfactory Performance ratings shall be considered for the above mentioned personnel actions and other related matters.

X. TRANSPARENCY ON PERFORMANCE RATINGS

General information on the final rating of the employees or the number of the employees who got a particular rating (O, VS, S, US and POOR) per organizational unit (department/division) shall be made known to both management and the rank and file employees. Subject to the procedure set by the PMT.

XI. EFFECTIVITY

The AGENCY SPMS shall take effect on July 1, 2015. It shall, however, be pilot-tested starting CY 2015.

XII. COMMITMENT

In our ceaseless endeavor to provide quality service/s to the people of Municipality of Dapa, we have crafted our SPMS to properly guide and remind us our commitment to serve as public servants and in order to strength the culture to performance and accountability in our Organization.



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

With this, we the men and women of the MSWD vowed to fulfill our duties and responsibilities to ensure economy, effectiveness, efficiency and integrity in our public service.

SUBMITTED BY:

RIMELYN M. CONTE, MBA

General Manager

APPROVED BY:

RESURRECCION P. PUEYO

Director IV

Civil Service Commission

Butuan City



Republic of the Philippines
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 Barangay 9 Poblacion Dapa Surigao del Norte
 SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

Republic of the Philippines
METRO SIARGAO WATER DISTRICT
 Surigao City

OFFICE PERFORMANCE COMMITMENT AND REVIEW
Engineering Division

I, _____, Head of the _____, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period _____ to _____, 20_____.

Approved by: _____

Date: _____

General Manager

RATING SCALE: 5- Outstanding
 4- Very Satisfactory
 3- Satisfactory
 2- Unsatisfactory
 1- Poor

MFO/PAP	SUCCESS INDICATORS (TARGETS + MEASURES)	Alloted Budget	Division/ Section/ Individual's Account	Actual Accomplishments	Rating			A V E	Remarks
					Q	E	T		
STRATEGIC PRIORITY									
CORE FUNCTIONS									
SUPPORT FUNCTIONS									
Average Rating									

Category	MFO/PAP	Rating		
Strategic Priority		2	2	2
Core Functions		2	2	2
Support Functions		1	1	1
Total Overall Rating		5	5	5
Final Average Rating				5
Adjectival Rating				

Assessed by: _____

Date _____

Final Rating by: _____

Date _____

PMT

General Manager



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Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Dapa, Surigao del Norte

INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW

I, _____, of the _____ Division of _____
 commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period
 _____ to _____, 20_____.

Rate: _____

Date: _____

Reviewed by:	Date	Approved by:	Date
_____	_____	_____	_____
Immediate Supervisor		Division Manager	

Output	SUCCESS INDICATORS (TARGETS + MEASURES)	Actual Accomplishments	Rating				Remarks
			Q	E	T	A	
STRATEGIC PRIORITY							
CORE FUNCTIONS							
SUPPORT FUNCTIONS							
Final Average Rating							

Comments and Recommendations for Development Purposes

Discussed with	Date	Assessed by	Date	Final Rating by	Date
_____	_____	I certify that i discussed my assessment of the performance with the employee	_____	_____	_____
Employee		HRMO		General Manager	



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METRO SIARGAO WATER DISTRICT

Dapa, Surigao del Norte

SPMS Calendar

ACTICITY	SUBMIT TO	SCHEDULE											
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
1. Performance Planning and Commitment													
OPCR for Review	PMT									5th		5th	
PMT Review Report	GM												5th
GM'S aprocal of OPCR													
IPCR - for Assessment	GM	5th						5th					
- for Confirmation	PMT	5th						5th					
- for Filling & Monitoring	HRM	10th						10th					
Monitoring and Coaching													
Monitoring by:													
GM		Once a year											
HRMO		Per semester											
From:		After end of quarter											
3. Performance Review and Feddback													
OPCR	PMT	15th						15th					
M3: to review, evaluate and validate OPCR against targets and return validated OPCR													
M5: to submit Office performance assessment and facilities per formance review by the OGM	GM		25th						25th				
Annual Performnce Review	GM		15th						15th				15th
IPCR	GM		25th						25th				
IPCR	HRMO												
4. Performance Rewarding and Development Planning													
PMT to submit Top Performance list	GM												
M3: Office Performance Assesment	PMT			15TH									
				15TH									



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PERFORMANCE MONITORING AND COACHING JOURNAL

	1 st	
	2 nd	
	3 rd	
	4 th	

Name of Department/Division: _____

Department/Division Manager: _____

Number of Personnel in the Department/Division: _____

ACTIVITY	MECHANISM/S			MEMO	OTHERS (Pls. Specify)	REMARKS
	MEETING					
	One-in-One	Group				
MONITORING						
COACHING						

Please indicate the date in the appropriate box when the monitoring was conducted.

Conducted by:	Date:	Noted by:	Date:
HRMO		General Manager	



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PROFESSIONAL DEVELOPMENT PLAN

Date:

TARGET DATE	
REVIEW DATE	
ACHIEVED DATE	

AIM	
OBJECTIVE/S	

TASK	NEXT STEP
COMMENTS	



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METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

VISION

We are Metro Siargao Water District committed to provide safe and portable water efficiently supported by an empowered community.

MISSION

We will attain adequate, sustainable and sufficient water supply system by providing safe and potable water through a participative and collaborative effort of an empowered citizenry.

20

VALUES:



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

Inspired by our vision and the challenges of our mission, we will strive to.

OUR STRATEGIES

The strategies for achieving our mission shall comprise the following:

- Benchmarking of operations and adopting best practices
- Measuring conformance to service delivery standards
- Developing professionalism through capacity building

OUR EXPECTATIONS

We expect our clients to:

- Voluntarily and promptly pay their water bills
- Fulfill their duties and legal obligations in time
- Be honest in furnishing information
- Avoid unnecessary litigation

This will enable us to provide our service in an effective and efficient manner

21

STRATEGIC GOALS

2015 – 2019

- **Sustainable Water Resources and Supply**
 - ✓ Effectively manage existing water resources and develop sufficient additional water sources such that water demand for 2015 - 2019 shall be sufficiently met.



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• **Water of Superior Quality**

- ✓ Sufficiently deliver safe, dependable, high quality water throughout the service area 24/7

- **Reliable Quality Service**
 - ✓ Provide reliable, excellent customer service in all operations and activities that is cost-effective 24/7 to ensure customer satisfaction.

- **Quality Personnel**
 - ✓ Provide training and development opportunities such that all of the personnel are efficient, effective and responsible.

- **Community Awareness and Support**
 - ✓ Provide information and education to the majority of the populace to increase awareness of the utility programs in order to establish linkages, improve relations and gain support.

- **Quality System**
 - ✓ Improve management and operation process such that economy, efficiency and effectiveness are continuously achieved.

- **Advance Technology**
 - ✓ Employ updated technology in the operations to improve information and other facilities/services.



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Sustainable Water Resources : SCORECARD

Strategy	Goal(s)	Objective(s)	Measures	Description	Target	Frequency of Measurement
Effectively manage existing water resources and develop sufficient additional and alternative water supply	Sustainable Water Resources	To increase supply of water.	Number of 10lps additional water source develop and constructed per year	This more represents the additional source water which is intended to address the increasing demand for water.	One 10lps water source	Annually
		To provide alternate source of water supply (drilling source)	Number of 10lps alternative water source develop and constructed per year	This measure represents alternative source water which is intended to address shortage of water supply during prolonged dry weather.	One 10lps water source	Annually



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

Effectively implement, maintain and improve NRW Reduction Program	NRW Reduction	To reduce NRW	Implementation and continual enhancement of NRW Reduction Program	NRW Reduction Program provides for the strategy, actions and projects to be undertaken to ensure that the rate of NRW is reduced.	5% NRW Reduction	Annually
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Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

Water of Superior Quality : SCORECARD

Strategy	Goal(s)	Objective(s)	Measures	Description	Target	Frequency of Measurement
Sufficiently deliver safe potable, dependable, high quality water	Water of Superior Quality	To monitor and evaluate water quality.	Standards values for bacteriological quality	Examination of water of minimum volume of 100ml using MTFT procedure to obtain a reliable estimate of the mean probable number of coliform organism.	<p>CONSUME R'S TAPS- at least 5 samples per month, no more than 5% of the monthly sample may be positive for total coliform</p> <p>SERVICE RESERVOIR S –At least 95% of standard samples taken in</p>	Monthly



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

			Standards values for biological organism	Examination intended to determine the safety and acceptable of drinking – water supply conducted on representative samples of water taken at production and consumption stages of water supply.	Each year from each reservoir are total coliform negative 1 sample per 5,000 populations monthly. Total count/ml should be within the permissible limit of 10.	Monthly
			Standard values for physical and chemical quality: health significance and aesthetic quality	Examination intended to determine the health significance of water which deals with inorganic constituents and organic constituents present in the water, as well as its aesthetic quality which includes taste, odor, turbidity color, etc.	Values should be below the maximum level set in the standards	Semi-annually



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

Reliable Quality Service : SCORECARD

Strategy	Goal(s)	Objective(s)	Measures	Description	Target	Frequency of Measurement
Reliable, excellent customer service in all operations and activities that cost effective 24/7.	Reliable Quality Services	To improve market reach.	Implementation and continual enhancement if marketing program	Define the set of activities intended to achieve the marketing objectives of the District.	Marketing program implemented and maintained such that service connection will increase by 100 every year.	Annually
		Restoration of water interruption	Average response same to restore services	Based on the citizens charts of Water District propose for approval by CSC	To restore water services as embodied in the citizens charts	Daily



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

		To improve customer relations	<p>Implementation of the following:</p> <ul style="list-style-type: none"> -customer satisfaction survey -hire customer representative -enhanced infotext services 	<p>The following programs are intended to increase customer satisfaction:</p> <ul style="list-style-type: none"> -measures the level of satisfaction of customer; -an employee shall be hired to entertain calls from customer and assist them with their needs; -Enhance the use of short messaging system in disseminating information to customers. 	<p>Implemented</p> <ul style="list-style-type: none"> -survey conducted -employee hired -infotxt services improved 	<p>Annually</p> <p>2015</p> <p>Daily</p>
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Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

		To ensure efficiency in maintenance	Establishments of the preventive maintenance program for water service	Preventive maintenance is a schedule of planned maintenance actions aimed at the prevention of breakdowns and failures.	Preventive maintenance program established and maintained	Monthly
		To improve implementations of citizen charter	Implementation of the Citizen's Charter	The Citizen's Charter provides for the core services offered by the District.	Citizen's Charter complied with	Daily
		To provide water services to mainland barangays	Expansion of water services	Provision of 4 mainland barangays -Osmeña, Union, Don Paulino and Brgy. Sta. Fe	At least 1 barangay	Annually



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

					Quality Personnel : SCORECARD	
Strategy	Goal(s)	Objective(s)	Measures	Description	Target	Frequency of Measurement
Train and develop personnel such that all are efficient, effective and responsible	Quality Personnel	To strategically position the human resources	Implementation and continual enhancement of HR strategic plan	The plan outlines the direction that the HR is taking while addressing its challenges and also provides general information about its services	Improved HR productivity level	Annually
		To implement and maintain employee training and development program	Implementation and continual enhancement of employee training and development program	Employee training and development program is essentially intended to improve employee morale and to cope up with the changes in technology and diversity within the organization	Every employee has attended at least training and development activity	Annually
		To implement and maintain employee wellness and welfare program	Implementation and continual enhancement of employee wellness and welfare program	A practice approach to help employees learn how to maintain healthy lifestyle to better their performance in the workplace.	Improved employee satisfaction and individual productivity level	Annually



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

		To implement and maintain strategic performance management system	Implementation and continual enhancement of strategic performance management system	A mechanism that focuses on linking individual performance vis-à-vis the agency's organizational vision, mission and strategic goals	Performance evaluation conducted	Semi-Annually
		To conduct board benefits comparison	Conduct of comparison of employee benefits	A comparison of benefits of employees among business in the same industry	Employee Benefits Comparison	2015



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

		To improve merit selection plan	Review and enhancement of merit selection plan	Institutionalize a system that would strictly observe the merit and fitness principle in the selection of candidates for appointment and/or promotion in the career service.	Merit Selection Plan revised	2016
		To improve implementation of occupational safety standards	Implementation occupational and safety standards	Upgrade the capability of the District to prevent, eliminate or reduce work related, illness and deaths.	Zero injuries and accident in the workplace	Annually



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

Community Awareness and Support: SCORECARD

Strategy	Goal(s)	Objective(s)	Measures	Description	Target	Frequency of Measurement
Inform and educate majority of the populace to increase awareness of the water utility programs and establish linkages, improve relationship and gain support		To provide service to the community	Organizing a quick response team in WD	The team aims in providing services to the community during emergencies and calamities	Quick response team organized	2015



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

Quality Systems : SCORECARD

Strategy	Goal(s)	Objective(s)	Measures	Description	Target	Frequency of Measurement
Improve management and operation processes		To ensure efficiency in maintenance	Establishment of preventive maintenance program for general services	Preventive maintenance is a schedule of planned maintenance actions aimed at the prevention of breakdown and failures	Preventive maintenance program established and maintained	2015
		To ensure proper waste management	Implementation of proper waste segregation and disposal	Proper segregation and disposal of waste to minimize the environmental impact	Waste segregated and disposed properly	monthly
		To implement and maintain records management system	Implementation of records management system	The efficient and systematic control of creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of and information about business activities and transaction in the form of records	Records management system implemented	Annually



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

Advance Technology : SCORECARD

Strategy	Goal(s)	Objective(s)	Measures	Description	Target	Frequency of Measurement
Employ updated technology in the operation	Advance technology	To document and improve billing and collection	Documentation and improvement of the billing and collection system,	An automated system for billing and collection of the use of water by concessionaries	Billing and collection system documented and improved	2015
		To review improve and document meter history system	Review, improvement and documentation of meter history system	A process of managing and locating water meters by barangay.	Water meter history reviewed, improved and documented	Annually



Republic of the Philippines

METRO SIARGAO WATER DISTRICT

Barangay 9 Poblacion Dapa Surigao del Norte

SMART CEL. NO. 0928-6544041 GLOBE CEL. NO. 0905-22864920

		To reconcile inventory & PPE records	Maintain and update property cards (Stock cards & the ledger cards) by property & accounting units.	Inventory control system is a process for managing and locating objects or materials. While, PPE system is a process for managing and locating property, plant and equipment.	Inventory and PPE system developed	2015
		To maintain and improve the District website	Maintenance and improvement of the website	A set of related web pages containing content such District's corporate profile, service, bids & awards, etc.	Website maintained and improved	Annually