Administrative Division - General Services Section Success Indicators

Program and Project Based / Major Final Output	Success Indicator (Targets & Measures)	Rating Scales	Quality Effectiveness	Efficiency	Timeliness	Operational Definitions	Office Accountable
Technical Operation, Maintenance, Repairs, and Construction of all Trade Telecommunication Equipment	100% technical operation, maintenance, repairs, and construction of all trade telecommunication equipment and accessories in the Land Transportation Office are acted according to standards based on planned schedules and deadlines	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		General Service Section
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
GSS Supervision	100% communications, records, facilities and maintenance, transport, custodian, security and janitorial functions are supervised according to standards based on planned schedules and deadlines	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		General Service Section
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
GBM related	Monitored the activities of on- going infrastructure projects with 100% completeness and accuracy; Prepares the necessary documents needed for the billing PR requests of winning contractors/service providers for on- re going contracts with 100% completeness and accuracy based on planned schedules and deadlines	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		
		4	1-2 errors	90% to 99.99% meeting the success indicators	within the set deadline		
		3	3-4 errors	80% to 89.99% meeting the success indicators	1-2 days delay		General Service Section
		2	5-6 errors	70% to 79.99% meeting the success indicators	3-4 days delay		
		1	beyond 6 errors	below 70% of the success indicators	5 days beyond delayed		
		5	Always according to standards	100% meeting the success indicators	Immediately		
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
Inspection Team C related	Spot inspection (pre/post) of ongoing infrastructure projects with 100% completeness and accuracy	3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		General Service Section

70% to 79.99% meeting the 2 5-6 errors N/A success indicators below 70% of the success Later/Never beyond 6 errors indicators 100% meeting the success 5 Always according to standards Immediately indicators Spot inspection of ongoing 90% to 99.99% meeting the 1-2 errors N/A MVRES project related to civil, success indicators mechanical and electrical works Inspection and Acceptance with 100% efficiency; 80% to 89.99% meeting the committee for MVRES project Endorse evaluation and 3 3-4 errors **General Service Section** N/A success indicators related acceptance of ongoing MVRES project related to civil, mechanical and electrical works 70% to 79.99% meeting the 2 5-6 errors N/A with 100% completeness success indicators below 70% of the success beyond 6 errors Later/Never indicators 100% meeting the success 5 Always according to standards 1-2 days before the deadline indicators 90% to 99.99% meeting the 1-2 errors within the set deadline success indicators Identify the vaccination modality(s) to be utilized by the **COVID-19 Vaccination task** agency with 100% 80% to 89.99% meeting the 3 3-4 errors 1-2 days delay General Service Section Force related completeness based on success indicators planned schedules and deadlines 70% to 79.99% meeting the 2 5-6 errors 3-4 days delay success indicators beyond 6 errors below 70% of the success 1 5 days beyond delayed indicators 100% meeting the success 5 Always according to standards 1-2 days before the deadline indicators 90% to 99.99% meeting the 4 1-2 errors within the set deadline success indicators Responsible in the facilities improvement in Central Office 80% to 89.99% meeting the with 100% completeness based Anti - Red Tape related 3 3-4 errors **General Service Section** 1-2 days delay success indicators on planned schedules and deadlines 70% to 79.99% meeting the 2 5-6 errors 3-4 days delay success indicators beyond 6 errors below 70% of the success 5 days beyond delayed indicators