Operations Division - License Section Success Indicators

Program and Project Based / Major Final Output	Success Indicator (Targets & Measures)	Rating Scales	Quality Effectiveness	Efficiency	Timeliness	Operational Definitions	Office Accountable
Operation Management and Policy Formulation	Supervision In Operational Standards and Development of Policies 100% availability of resources, grammatical rules accuracy, submit within the timeline given by the Chief	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		License Section
		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		
		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		
Finalize Correspondences	Preparation of communications Prepares/reviews communication pertaining to registration, licensing and other matters assigned from time to time. 100% availability of resources, grammatical rules accuracy, submit within the timeline given by the Chief.	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		License Section
		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		
		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		
Support to management of operation in customer assistance	Customer Assistance Attends to queries and extends assistance to public related to LTO guidelines & policies Prompt action and client satisfaction	5	Always according to standards	100% meeting the success indicators	Immediately		License Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		
		2	5-6 errors	70% to 79.99% meeting the success indicators	N/A		
		1	beyond 6 errors	below 70% of the success indicators	Later/Never		
processing in the creation or transfer of LTO offices	SITE INSPECTION ON LOCATION, PREPARATION OF EVALUATION, RECOMMENDATION AND RESOLUTION AMONG OTHER DOCUMENT S REQUIRED 100% no typo-errors, accuracy	5	Always according to standards	100% meeting the success indicators	Immediately		License Section
		4	1-2 errors	90% to 99.99% meeting the success indicators	N/A		
		3	3-4 errors	80% to 89.99% meeting the success indicators	N/A		

	of data and grammar, and prepare within the time-Tline.	2	5-6 errors	70% to 79.99% meeting the success indicators	N/A	
		1	beyond 6 errors	below 70% of the success indicators	Later/Never	