

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		General Service 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		
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		General Service 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		
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		General Service 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		
Inspection Team C related	Spot inspection (pre/post) of ongoing infrastructure projects with 100% completeness and accuracy	5	Always according to standards	100% meeting the success indicators	Immediately		General Service 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		
Inspection and Acceptance committee for MVRES project related	Spot inspection of ongoing MVRES project related to civil, mechanical and electrical works with 100% efficiency; Endorse evaluation and acceptance of ongoing MVRES project related to civil, mechanical and electrical works with 100% completeness	5	Always according to standards	100% meeting the success indicators	Immediately		General Service 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		
COVID-19 Vaccination task Force related	Identify the vaccination modality(s) to be utilized by the agency with 100% completeness based on planned schedules and deadlines	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		General Service 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		
Anti - Red Tape related	Responsible in the facilities improvement in Central Office with 100% completeness based on planned schedules and deadlines	5	Always according to standards	100% meeting the success indicators	1-2 days before the deadline		General Service 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		