

Management Information Division - Client Care and Technical Support Section Success Indicators

| Program and Project Based / Major Final Output | Success Indicator (Targets & Measures) | Rating Scales | Quality Effectiveness | Efficiency | Timeliness | Operational Definitions | Office Accountable |
|---|---|---------------|-------------------------------|--|------------------------------|-------------------------|--------------------|
| Drafts/Review orders, memoranda, resolutions relative to classification and registration of motor vehicle | Drafts/Reviews orders, memoranda, resolutions relative to classification and registration of motor vehicles 1-2 revisions submitted within 1 week after instruction by the superior. | 5 | Always according to standards | 100% meeting the success indicators | 1-2 days before the deadline | | CCTSS |
| | | 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 | | |
| reviews/initial the request for system update from regional offices | Reviews/Initials the request for system update from Regional Offices with no error based on the accuracy and completeness of the documentary requirements | 5 | Always according to standards | 100% meeting the success indicators | Immediately | | CCTSS |
| | | 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 | | |
| recommends the approval of request for user's system update of the authorized representative of MAIs under the Do-it-yourself certificate of stock reported | Recommends the approval of request for user's system update of the authorized representative of MAIs under the Do-It-Yourself-Certificate of stock reported no revision | 5 | Always according to standards | 100% meeting the success indicators | Immediately | | CCTSS |
| | | 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 | | |
| Signs and recommends applications for accreditation | Signs and recommends applications for accreditation of Manufacturers, Assemblers, Importers, Dealers, Rebuilders and other Entities. Prepared and submitted with no revision based on the | 5 | Always according to standards | 100% meeting the success indicators | Immediately | | CCTSS |
| | | 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 | | |

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|---|---|---|-------------------------------|--|------------------------------|--|-------|
| | completeness of documentary requirements pursuant to Administrative Order No. AVT-2014-023 | 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 | | |
| Reviews/checks correspondence, certification, memoranda, etc. | Reviews/checks correspondence, certification, memoranda, etc. following the prescribed format submitted within the five days after instruction Review of correspondence for initial/ signature, shall follow gramatical rules | 5 | Always according to standards | 100% meeting the success indicators | 1-2 days before the deadline | | CCTSS |
| | | 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 | | |