

OPERATIONAL PLAN FY 2020 - 2022

Regional Office No. I

CUSTOMER PERSPECTIVE

GOAL: Enhanced customer satisfaction through strong leadership in STI-based innovation and services

Outcome 1: Innovation stimulated

STRATEGIC OBJECTIVE:

Align regional R&D agenda to the Harmonized National R&D Agenda

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the Strategies/PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

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- **Alignment of Regional R&D Agenda to HNRDA**
 - As chairs of the constituted Regional Research, Development and Innovation Committee (RRDIC) in the Regional Development Council, DOST-1 will:
 - Initiate implementation of the Harmonized Regional Research and Development Agenda (HRRDA)
 - Encourage SUCs/HEIs and other RDIs to align their researches to the HRRDA
- **Capability building for DOST-1 staff in-charge of R&D Management Unit for proper management/M&E of R&D data**

Output Indicators:

Indicators	Accomps	TARGETS		
	2019	2020	2021	2022
Percent alignment of R&D programs and projects to the Regional R&D Agenda	100%	100%	100%	100%
Number of R&D proposals evaluated & endorsed by the consortia/regional office	49	18	41	45
• Agriculture	6	10	20	20
• Health	8	5	11	12
• Industry and Emerging Technology	35	3	9	12
• DRRM	0	0	1	1
• Others	0	0	0	0
Number of collaborative R&D projects conducted	1	1	3	1

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: ₱1.9M

FY 2021: ~~P~~9,490.12

Note: with additional KPIs per recommendation in the Feb 12, 2020 meeting; and March 5-7, 2020 conference.

Operational Definitions:

R&D refers to any systematic and creative work undertaken in the physical, natural, mathematical, and applied sciences by using methods in order to increase the stock of knowledge, and the use of this knowledge in these fields to devise new applications.

Percent alignment of R&D programs and projects to the Regional R&D Agenda is computed as follows:

$$\frac{\text{No. of R\&D programs/projects falling under the priority areas and programs of the R\&D Agenda}}{\text{total number of R\&D programs and projects}}$$

R&D proposals refer to the project proposals submitted for evaluation and endorsement by the concerned consortia/regional office in the specified fields.

Collaborative R&D projects refer to those researches undertaken with partner-institutions (academe, NGAs, NGOs, and other government and non-government research organizations).

CUSTOMER PERSPECTIVE

GOAL: Enhanced customer satisfaction through strong leadership in STI-based innovation and services

Outcome 2: Technology adoption promoted and accelerated

STRATEGIC OBJECTIVE:

Promote adoption/utilization of technologies from publicly funded R&D

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

- Promotion of DOST-developed/funded knowledge of technologies/products transferred by commercialization, extension and public good through
 - Fairs, Exhibits and Bazaars (RSTW, S&T Caravan)
 - Invention Contest and Exhibits
 - R&D Symposium
 - Technology Transfer Day
 - S&T Fora
- Assistance to technology adoptors through trainings, laboratory/calibration services, technical assistance, etc.

Output Indicators:

Indicators	Accomps	TARGETS			
	2019	2020	2021	2022	
Number of DOST-developed/funded knowledge and technologies transferred by <ul style="list-style-type: none"> ● Commercialization ● Extension ● Public good 	4 6 19	2 3 15	5 8 20	5 10 22	
Number of technology adoptors	3,661*	66	70	80	
Number of promotion activities for DOST-developed/funded technologies conducted	5	4	5	5	
Number of technology transfer and commercialization support services rendered (e.g. for FOB)	3	3	4	4	

**Included farmer-beneficiaries under the Carageenan PGP project*

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: ₱6.3M

FY 2021: ₱7.85M

Operational Definitions:

Technology refers to knowledge and know-how, skills, products, processes, and/or practices. Only the technologies included in the list provided by TAPI shall be counted under this KPI. Each technology is to be counted only once.

Technology transfer refers to the process by which one party systematically transfers to another party the knowledge for the manufacture of a product, the application of a process, or rendering of a service, which may involve the transfer, assignment or licensing of intellectual property rights (IPRs).

Commercialization refers to the process of deriving income or profit from a technology, such as the creation of a spin-off company, or through licensing, or the sale of technology and/or IPRs.

Extension is broadly defined as the systematic transfer of technology, innovation or information generated by HEIs, RDIs, and other partners to seek solutions to specific development concerns without deriving income out of it.

Public Good refer to the process of transferring technologies that are freely available for use by all, where no licensing fee and/or royalty is being charged. (definition to be provided by PES/RDIs)

Technology Adoptor refers to any person or legal entity undertaking technology transfer arrangement with the research and development institute.

Promotion activities refer to the resulting action taken in communicating, advocating and/or marketing process of DOST developed/funded technologies organized, conducted and funded by regional offices (e.g. techno transfer day, techno forum, invention contests/exhibits, brochure, walk-in customers, TV/radio interviews, press conference, press releases, use of social media, discovery science centrum, etc.)

Technology transfer and commercialization support services – c/o PES

CUSTOMER PERSPECTIVE

GOAL: Enhanced customer satisfaction through strong leadership in STI-based innovation and services

Outcome 3: Critical mass of globally competitive STI human resources developed

STRATEGIC OBJECTIVE:

Increase awareness, understanding and appreciation of STI to strengthen STI culture in all sectors.

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

- Strengthening of DOST-1 Media Core thru capability building
- Production of IEC materials (Print, Audio, Video)
- Promotion of DOST services and advocacy activities through conduct of:
 - Fairs, Exhibits and Bazaars (RSTW, S&T Caravan)
 - S&T Fora
 - Press Conference
 - TV/Radio Interviews
 - Press releases
 - Dissemination thru Social Media (Facebook, Twitter, Website)

Output Indicators:

Indicators	Accomps	TARGETS		
	2019	2020	2021	2022
Number of promotion services and advocacy activities conducted <ul style="list-style-type: none">Regional levelProvincial level	238 355	130 207	141 210	150 220
Number of “reach” of IEC materials and information in social media	Not monitored	132,500 people reached and 6,750 engagements	162,000 people reached and 9,150 engagements	172,000 people reached and 9,700 engagements
Number of forums/discussions on S&T issues and science policy options	Not monitored	1	2	2

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: ₱9,107.26

FY 2021: ₱10,657.26

Operational Definitions:

Promotion services and advocacy activities – c/o PES

“Reach” in social media refers to the number of likes, hits, and shares of posts in social media.

S&T issues and science policy – c/o PES

Note: with additional KPIs per recommendation in the Feb 12, 2020 meeting; and March 5-7, 2020 conference.

CUSTOMER PERSPECTIVE

GOAL: Enhanced customer satisfaction through strong leadership in STI-based innovation and services

Outcome 4: Productivity and efficiency of communities and the production sector, particularly MSMEs, improved

STRATEGIC OBJECTIVE:

Provide support mechanisms for startups, MSMEs, and industries

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the Strategies/PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

Provision of:

- Package of S&T interventions to MSMEs, industries through
 - SETUP
 - Community-based projects
 - CEST
- Technical Assistance and Consultancy Services
- Technology Trainings
- Design of functional packages and labels
- Testing and calibration services

Output Indicators:

Indicators	Accomps	TARGETS			
	2019	2020	2021	2022	
Number of startups assisted	0	0	1	1	
Number of MSMEs/industries assisted*					
• SETUP Innovation-enabling fund	40	50	60	70	
• RSTLs/OneLab	1,473	1,189**	1,368**	1,573**	
	(non-paying)				
• All other technical assistance	2,798*	728	837	962	
	(customers)	(customers)	(customers)	(customers)	
		400 (firms)	430 (firms)	450 (firms)	
Number of S&T interventions provided	3,056	867	998	1,150	
Amount of gross sales generated	1.16B	900M	1B	1B	
Number of exporters assisted	0	0	1	1	
Number of employments generated	415	187	190	190	
Percentage increase in employments generated	32%	20%	20%	20%	
Percentage increase in productivity generated	23%	17%	17%	17%	
Average Productivity Improvement					

*Include farmer-beneficiaries of Carageenan PGP project

**Include all MSMEs assisted by RSTL/OneLab whether paying/non-paying

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: ₱43.35M

FY 2021: ₱113.18

Note: with additional KPIs per recommendation in the Feb 12, 2020 meeting; and March 5-7, 2020 conference.

Operational Definitions:

Startup refers to any person or registered entity in the Philippines which aims to develop an innovative product, process, or business model.

Innovation-enabling fund refers to financial assistance provided through SETUP for the acquisition of equipment/technologies that will help firms become more innovative and improve their productivity.

Regional Standards and Testing Laboratories or **RSTL** refer to any of the DOST laboratories that cater to the testing and calibration needs of private industries, local government units and the general public in the regions.

The **One-stop Laboratory Services for Global Competitiveness (OneLab)** is a network of laboratories anchored on an IT Platform that provides a referral system for testing and calibration services at a single touch point.

Technical assistance refers to the assistance provided in relation to training or capability building and other activities, including but not limited to, plant set up or debugging and start-up operations, equipment set up or upgrading and test run, which shall be subject of a technical assistance/service contract or Memorandum of Agreement (MOA). Consultancy services (such as MPEX, CAPE, CAMPI, Food Safety, Energy Audit, Cleaner Production, GMP, HACCP, and SSOP), and assistance through OneStore and OneExpert shall be considered as technical assistance.

S&T interventions refer to the S&T services provided to/accessed by customers through the different DOST programs, projects, and activities. These include innovation-enabling fund, trainings, technical consultancies, product improvement/development, packaging and labeling assistance, testing and calibration services, and S&T information and referral.

Firms that graduated from micro to small; small to medium; medium to large enterprises refer to SETUP-assisted MSMEs which were able to level up the category of their firm based on asset size.

Note: reference/reckoning year is 5 years back.

MSMEs refer to any business activity or enterprise engaged in industry, agribusiness and/or services, whether single proprietorship, cooperative, partnership or corporation whose total assets, inclusive of those arising from loans but exclusive of the land on which the particular business entity's office, plant and equipment are situated, must have value falling under the following categories:

micro: not more than P3,000,000
small: P3,000,001 - 15,000,000
medium: P15,000,001 - P100,000,000

Exporters (definition to be provided by PES)

Employments generated refers to the new employees hired by assisted firms, for 6 months or more, as a result of the interventions provided by the regional office. It includes both direct labor force (those involved in the actual production/manufacturing of the products or delivery services offered by the firm) and indirect labor force (those who are directly employed by the firm but only does administrative/marketing duties).

Percentage increase in employment generated is computed as follows:

$$\frac{\text{Employment (current year)} - \text{Employment (previous year)}}{\text{Employment (previous year)}}$$

Gross sales generated is computed based on the difference in the gross sale of products of a DOST assisted firm before and after SETUP intervention on an annual basis.

Average Productivity Improvement refer to (definition will be based on the productivity tool to be used)

Percentage increase in productivity generated is computed as the productivity reported for the current year less productivity reported for the previous year over the productivity reported for the previous year.

CUSTOMER PERSPECTIVE				
GOAL: Enhanced customer satisfaction through strong leadership in STI-based innovation and services				
Outcome 4: Productivity and efficiency of communities and the production sector, particularly MSMEs, improved				
STRATEGIC OBJECTIVE: <i>Strengthen laboratory services</i>				
SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the Strategies/PPA/Initiatives you will implement to achieve the strategic objective mentioned above). <ul style="list-style-type: none"> Upgrading/Maintenance of RSTL/RML equipment and facilities Advocate/Encourage membership of local laboratories in Onelab Project Maintenance/upgrading of ULIMS Capability building of RSTL Personnel Availment of DOST SEI Career Incentive Program (CIP) manpower complement 				
Output Indicators:				
Indicators	Accomps	TARGETS		
	2019	2020	2021	2022
Number of testing and calibration services rendered	11,397	10,005	11,505	13,231
<ul style="list-style-type: none"> Physico-Chemical Testing Microbiological Testing Metrology Halalness Verification Testing 	3,653	3,600	3,450	3,968
	6,122	4,705	6,100	7,015
	1,622	1,700	1,955	2,248
	0	0	0	0
Number of customers served	4,666	3,735	4,295	4,939
Number of referred samples to other OneLab members	11	29	29	29
% of Testing/Calibration services delivered within agreed time	100%	100%	100%	100%
Percent of PSTCs as sample receiving stations	75%	100%	100%	100%
Amount of testing and calibration fees collected	₱7,863.55	₱7,840	₱8,624	₱9,486
Number of laboratory personnel recognized as authorized signatories	2	7	2	2
Number of laboratories and testing facilities upgraded/maintained	2	2	2	2
Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?) FY 2020: <u>OneLab – ₱5M; LGIA – ₱1.2M</u> FY 2021: <u>₱15M</u>				

Note: with additional KPIs per recommendation in the Feb 12, 2020 meeting; and March 5-7, 2020 conference.

Operational Definitions:

Testing and calibration services refers to the physico-chemical and microbiological testing, halal verification, calibration, and other laboratory testing services rendered to customers.

Customers served refer to those who availed of any of the laboratory services. Customers are counted per transaction basis.

Referred samples to other ONELAB members refer to samples referred by a regional office to other laboratories in the ONELAB network.

% of testing and calibration services delivered within agreed time refers to ratio of the total number of testing and calibration services with test reports released to customers on or before the agreed due dates and the total number of testing/calibration services rendered within the period in review.

PSTCs as sample receiving stations refer to the PSTCs trained and capacitated to receive samples for laboratory testing and calibration services. PSTCs near a regional Office or DOST laboratory may not serve as a receiving station. In such case, these PSTCs should not be included when setting the target.

Testing and calibration fees collected refers to the payments collected by the RSTL from their testing and calibration services.

RSTL personnel recognized as authorized signatories refer to the laboratory personnel who meet the requirements for an approved signatory and has been granted a certification as such by the proper authority/office.

Laboratories and testing facilities maintained refer to any laboratory or testing facility that remains operational and can perform all the functions for which it was established, meets the management and technical requirements set by regulating bodies, and maintains the necessary accreditations/recognitions.

Laboratories and testing facilities upgraded refers to any laboratory or testing facility that can perform all the functions for which it was established and was **upgraded** through acquisition of new equipment and/or is able to accommodate new test parameters.

CUSTOMER PERSPECTIVE				
GOAL: Enhanced customer satisfaction through strong leadership in STI-based innovation and services				
Outcome 4: Productivity and efficiency of communities and the production sector, particularly MSMEs, improved				
STRATEGIC OBJECTIVE: <i>Provide support mechanisms for startups, MSMEs, and industries in the region</i>				
SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the Strategies/PPA/Initiatives you will implement to achieve the strategic objective mentioned above). Support to existing innovation center/hub in the region <ul style="list-style-type: none"> Food Innovation Center (MMSU and PSU) Metals and Engineering Innovation Center (DMMMSU) 				
Output Indicators:				
Indicators	Accomps	TARGETS		
	2019	2020	2021	2022
Number of Innovation hubs established/maintained	3	3	7	7
• TBIs	2	2	2	2
• FICs	1	1	5*	5*
• Other innovation hubs				
<small>*MEIC, NICHE (Garlic), Food Processing, Bamboo and Aquatic/Marine Innovation Centers</small>				
Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?) FY 2020: <u>₱1.1M</u> FY 2021: <u>₱48M**</u> <small>**Includes the proposed budget for the 3 Innovation Centers under the Congressional Initiatives</small>				
Operational Definitions: Innovation Hub is a physical facility equipped with tools and resources necessary to turn ideas into reality and foster the growth and commercialization of S&T-based startup businesses. It houses conference facilities, business incubation spaces, and technology-equipped platforms and provides access to subject matter experts, knowledge-based references and relevant market validation. Innovation hubs include Technology Business Incubators (TBIs) and Food Innovation Centers (FICs), iLounges, S&T Parks, Metals and Engineering Innovation Centers and other similar mechanisms Technology Business Incubator (TBI) refers to a facility where start-ups are hosted, and business development services are provided. When reporting the number of TBIs established/ maintained, it should be indicated if the projects are in collaboration with another agency/council to avoid double counting.				

CUSTOMER PERSPECTIVE				
GOAL: Enhanced customer satisfaction through strong leadership in STI-based innovation and services				
Outcome 4: Productivity and efficiency of communities and the production sector, particularly MSMEs, improved				
STRATEGIC OBJECTIVE: <i>Provide support mechanisms to communities</i>				
SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the Strategies/PPA/Initiatives you will implement to achieve the strategic objective mentioned above). <ul style="list-style-type: none"> • Provision of package of S&T interventions to communities through <ul style="list-style-type: none"> ○ Economic/livelihood development ○ Health and nutrition ○ Water and sanitation ○ Basic education and literacy ○ Disaster risk reduction and climate change adaptation 				
Output Indicators:				
Indicators	Accomps	TARGETS		
	2019	2020	2021	2022
Number of communities assisted	3	12	12	12
Number of technologies deployed to communities	12	12	18	18
Number of beneficiaries	106	110	776	776
Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?) FY 2020: <u>LGIA-P2.1M / Sen Gatchalian-P10.5M</u> FY 2021: <u>P13.69M</u>				
Operational Definitions: Community refers to a social system with distinct socio-cultural, political, economic, environmental and technological subsystems within municipalities that has access to DOST programs and services through the Community Empowerment thru Science and Technology (CEST) program. A community could be a barangay, an association, or group of people within the marginalized segments of society that received S&T interventions falling under at least three (3) out of the five (5) CEST entry points. Technologies deployed refers to all DOST technologies provided to communities assisted through the five (5) entry points of the CEST program. Beneficiaries refer to the persons from the identified sectors of the society (i.e. farmers, fisherfolks, indigenous people, people's organization, urban poor, PWDs, senior citizens, people in conflict affected areas, GIDA, etc.) who received assistance through the CEST program.				

Note: with additional KPIs per recommendation in the Feb 12, 2020 meeting; and March 5-7, 2020 conference.

CUSTOMER PERSPECTIVE

GOAL: Enhanced customer satisfaction through strong leadership in STI-based innovation and services

Outcome 5: Resiliency to disaster risks and climate change ensured

STRATEGIC OBJECTIVE:

Intensify provisions of information, products and services for disaster risk reduction and climate change adaptation and mitigation

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the Strategies/PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

- Deployment and maintenance of Community-based Flood Early Warning Stations and Hydromet Stations
- Capability building for LGUs on Community-based flood early warning system
- Distribution of IEC materials
- Training/workshop on Business Continuity Plan for SETUP assisted MSMEs
- Implementation of Public Service Continuity Plan to all DOST-1 PSTCs and Functional Units
- Participation to RDRRMC activities (PDRA, Fire and Earthquake drills, manning at the EOC, Gawad Kalasag Evaluation
- Intensify DRR-CA interventions for CEST Program beneficiaries

Output Indicators:

Indicators	Accomps	TARGETS			
	2019	2020	2021	2022	
Number of sector-specific learning and development interventions conducted <ul style="list-style-type: none"> ○ Agriculture ○ Academe ○ LGUs ○ NGAs ○ Media ○ NGO/PO/private 	20	10	20	30	
Percentage of provinces engaged for DRR and CC learning and development	100%	100%	100%	100%	
Public service continuity plan crafted	Yes	Yes	Yes	Yes	
Public service continuity plan implemented/ deployed	No	Yes	Yes	Yes	

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: LGIA-~~P~~168,000

FY 2021: P1.668M

Note: with additional KPIs per recommendation in the Feb 12, 2020 meeting; and March 5-7, 2020 conference.

Operational Definitions:

Sector-specific learning and development interventions refer to instituted measures of regional offices related to risk reduction and mitigation (DRRM) which may include the conduct of activities such as seminars and trainings; production and distribution of IEC materials; and other related assistance provided in the specified sectors.

Provinces engaged for DRR and CC learning and development refers to all provinces who received assistance through the regional or provinces offices.

Public Service Continuity Plan outlines procedures and instructions an organization must follow to ensure the operation of businesses/agencies in case of disruption brought about by unintended occurrences of disasters. Development of public service continuity plan includes: (a) conduct of business impact analysis to identify time sensitive or critical business functions and processes and the resources that support them; (b) identify, document and implement to recover critical business functions and processes; (c) organize public service continuity team; and (d) conduct training to evaluate the recovery strategies and the plan.

All PSCPs must be approved by the **Office of the Undersecretary for Disaster Risk Reduction and Climate Change** (DRRCC). Otherwise, it will not be considered crafted.

PSCPs should be tested for them to be considered deployed. (Means of verification: drills reports)

PSCP implemented refers to the plan followed in times of disasters/calamities and/or during emergency preparedness drills and exercises.

CUSTOMER PERSPECTIVE				
GOAL: Enhanced customer satisfaction through strong leadership in STI-based innovation and services				
Outcome 6: Inequality in STI capacities and opportunities reduced				
STRATEGIC OBJECTIVE: <i>Strengthen Regional STI capacities</i>				
SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the Strategies/PPA/Initiatives you will implement to achieve the strategic objective mentioned above). <ul style="list-style-type: none"> Establishment of R&D facility Intensify Promotion of Science for Change Intensify Promotion of Balik Scientist among SUCs, LGUs, etc. 				
Output indicators:				
Indicators	Accomps	TARGETS		
	2019	2020	2021	2022
Number of new R&D facilities (e.g NICERs) established	0	1	1	1
Percentage of R&D facilities upgraded per RRDIC under RDC	Not monitored	0%	100%	100%
Number of Balik Scientists engaged <ul style="list-style-type: none"> Long-term Medium-term Short-term 	Not monitored	1*	2*	3*
Number of local experts and highly skilled professionals fully engaged as <ul style="list-style-type: none"> Consultant Project Leaders Trainers Others 	15	18	20	24
	12 3	12 6	14 6	18 6
*Engaged by SUC/LGU in coordination with DOST-1				
Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?) FY 2020: <u>₱200,000</u> FY 2021: <u>₱1M</u>				

Note: with additional KPIs per recommendation in the Feb 12, 2020 meeting; and March 5-7, 2020 conference.

Operational Definitions:

New R&D facilities established refers to facilities funded/established in partner institutions.

R&D facilities upgraded per Regional R&D and Innovation Committee (RRDIC) under the Regional Development Council (RDC) refer to R&D facilities that are improved or enhanced as recommended by the RRDIC.

Balik Scientists engaged refer to a science, technology or innovation expert or professional, as certified by the DOST, who is a Filipino citizen or a foreigner of Filipino descent, accorded with benefits and incentives under RA 11035 or the Balik Scientist Act to undertake science and technology activities along his or her field of expertise with a host institution, who is either:

- (1) A resident of another country at the time of application; or
- (2) A Philippine-resident for not more than three (3) years at the time of application, beginning from the most recent date of arrival from overseas education or employment along his or her field of expertise.

Long-Term Engagement refers to the term of engagement under the Balik Scientist Program with duration of more than one (1) year to three (3) years.

Medium-Term Engagement refers to the term of engagement under the Balik Scientist Program with a duration of more than six (6) months to a maximum of one (1) year.

Short-Term Engagement refers to the term of engagement under the Balik Scientist Program with a minimum duration of fifteen (15) days to a maximum of six (6) months.

Consultants refer to any Filipino citizen who provides professional or expert advice in a particular field of science or business to an individual or organization.

Project Leaders refer to any Filipino citizen who, by virtue of his/her expertise, education, experience, and competencies, is tasked/employed to lead an R&D or any STI-related project.

Trainers refer to any Filipino expert or highly skilled professional who, by virtue of his/her expertise, education, experience, and competencies, is asked to provide STI trainings.

Other local experts and highly skilled professionals refer to any Filipino citizen certified/accredited/recognized by competent authority and/or the DOST (under the OneExpert Program), found to possess the required education, trainings, experience, and competencies to be considered as a science, technology, or innovation expert or professional.

CUSTOMER PERSPECTIVE

GOAL: Enhanced customer satisfaction through strong leadership in STI-based innovation and services

Outcome 4: Productivity and efficiency of communities and the production sector, particularly MSMEs, improved

STRATEGIC OBJECTIVE:
Enhance customer satisfaction

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the Strategies/PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

- Capability building for DOST-1 frontline personnel on effective and efficient customer service
- Improvement of building premises and receiving areas
- Upgrading of facilities and communication services
- Continual improvement of services
- Compliance to ARTA

Output indicators:

Indicators	Accomps	TARGETS			
	2019	2020	2021	2022	
Customer Satisfaction Rating	4.9	4.6	4.6	4.6	
% of Customers whose rating is VS or better	98.9%	96%	96%	96%	

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: ₱1.1M

FY 2021: ₱55M*

*Inclusive of budget requirement for the establishment of PSTC-Ilocos Sur and PSTC-Pangasinan Satellite Office

Operational Definitions:

Customer Satisfaction Rating refers to the overall satisfaction rating received by the regional offices for all assistance and services provided to its customers within the period in review. This is gathered from the responses of the customers in the Customer Satisfaction Feedback form.

Percent of Customers whose rating is VS or better is computed as follows:

$$\frac{\text{No. of customers who rated the agency's services VS or better}}{\text{Total no. of customers that who rated agency's services}} \times 100$$

INTERNAL PROCESSES PERSPECTIVE

GOAL: Attained operational excellence through continual improvement of QMS

Outcome 7: Effective STI governance achieved

STRATEGIC OBJECTIVE:

Enhance operational efficiency through harmonized information systems

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the Strategies/PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

- Capability building of DOST-1 staff
- Development of information systems and applications
- Adoption and establishment of available information systems and applications that fit with the existing processes
- Survey on information system / application needs.
- Procurement of appropriate hardware and software needs
- Maintenance/upgrading of IT hardware (Computers, servers, and peripherals) and software (information systems and applications)
- Maintenance/Upgrading of DOST-1 Network Operating Center
- Maintenance/upgrading of Internet Connectivity of DOST-1 functional units and PSTCs

Output indicators:

Indicators	Accomps	TARGETS			
	2019	2020	2021	2022	
Number of information systems					
• Developed	7	2	2	2	
• adopted/applied	1	0	0	0	
Number of information system maintained/upgraded	17	19	21	23	

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: LGIA – ₱801,257 / MITHI – ₱3,294,642.00

FY 2021: ₱3.5M

Operational Definitions:

Information system developed refers to an IT system developed in-house by regional offices.

Information system adopted/applied refers to an IT system developed by/outsourced from other agency within or outside of the DOST system, which is adopted/implemented in the regional office or its PSTC/s.

Information system maintained refers to an IT system adopted/implemented for more than a year and is being utilized as of the reporting period.

Information system upgraded refers to an IT system which was enhanced/upgraded to suit current needs and requirements (addition of new modules, functions, end-user interface, etc.).

INTERNAL PROCESSES PERSPECTIVE

GOAL: Attained operational excellence through continual improvement of QMS

Outcome 7: Effective STI governance achieved

STRATEGIC OBJECTIVE:
Strengthen QMS

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

- Conduct of IQA for ISO 9001:2015 and ISO 17025:2017
- Conduct of Document Review and Management Review
- Participation to Proficiency Testing
- Staff Development for Technical personnel
- Advance training for IQA Auditors
- Capability Building and Benchmarking to DOST PQA Level II
- Undergo surveillance and reassessment activities

Output indicators:

Indicators	Accomps	TARGETS		
	2019	2020	2021	2022
ISO 9001 Certification maintained	Yes	Yes	Yes	Yes
ISO 17025 Accreditation maintained	Yes	Yes	Yes	Yes
FDA Accreditation maintained	Yes	Yes	Yes	Yes
EMB recognition maintained	Yes	Yes	Yes	Yes
DOH accreditation maintained	Yes	Yes	Yes	Yes
PQA conferred	No	No	No	Yes

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: ₱500,000

FY 2021: ₱1.5M

Operational Definitions:

ISO 9001 Certification maintained refers to the compliance and maintenance of ISO 9001 Certification by the regional offices.

ISO 17025 Accreditation maintained refers to the compliance and maintenance of ISO 17025 Accreditation by the RSTLs.

FDA/EMB/DOH accreditation/recognition maintained refers to the compliance and maintenance of required accreditation/certification from FDA, EMB, DOH by RSTLs.

PQA conferred refers to the Philippine Quality Award received by the regional offices.

INTERNAL PROCESSES PERSPECTIVE

GOAL: Attained operational excellence through continual improvement of QMS

Outcome 7: Effective STI governance achieved

STRATEGIC OBJECTIVE:

Ensure compliance to good governance requirements

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

- Creation of TWGs and strengthening of GAD Focal Point System
- Capability building activities
- Active participation in the Regional Gender and Development Committee (RGADC) and Regional Advocates for Gender Equality (RAGE)
- Posting/updating of FOI, ARTA, Data Privacy to transparency page/offices
- Implementation and monitoring of PPAs for GAD, PWDs and Senior Citizens

Output indicators:

Indicators	Accomps	TARGETS		
	2019	2020	2021	2022
Compliant to:				
• GAD	Yes	Yes	Yes	Yes
• Senior Citizen Law	Yes	Yes	Yes	Yes
• PWD	Yes	Yes	Yes	Yes
• FOI	Yes	Yes	Yes	Yes
• Data Privacy	Yes	Yes	Yes	Yes
• ARTA	Yes	Yes	Yes	Yes

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: GAD – 5% of GAA / ₱100,000 (all others)

FY 2021: GAD – 5% of GAA / ₱1M (all others)

Operational Definitions:

Compliant to GAD/Senior Citizen Law/PWD/ FOI/Data Privacy/ARTA refers to the compliance of regional offices with all requirements of the specified law/act.

LEARNING AND GROWTH PERSPECTIVE

GOAL: Promoted learning capacities and culture for organizational transformation.

Outcome 7: Effective STI governance achieved

STRATEGIC OBJECTIVE:
Enhance performance management system

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

- Performance recognition
- Team Building
- Capability Building
- Sustain Value Focus
- Strengthen patriotism
- Coaching and Mentoring

Output indicators:

Indicators	Accomps	TARGETS			
	2019	2020	2021	2022	
Office Performance Commitment and Review Rating	VS	VS	VS	VS	
Number of personnel / units recognized for high performance and exemplary behavior	0	5	5	5	
Number of personnel recognized for innovative ideas / processes introduced	0	3	3	3	
Overall Morale Value Index	78.12%	80%	80%	80%	

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: ₱534,255

FY 2021: ₱2M

Operational Definitions:

OPCR Rating refers to the overall (average) office performance commitment and review rating of the regional office.

Personnel/units recognized for high performance and exemplary behavior refers to regional personnel or unit recognized per year based on the four (4) pillars of PRIME HRM.

Personnel recognized for innovative ideas/processes introduced refers to regional personnel recognized for introducing innovative ideas and processes.

Overall Morale Value Index refers to the average value resulting from the morale survey conducted for each functional unit. It is an indicator that measures workforce's satisfaction on the following factors:

- workplace climate
- reward and satisfaction
- feedback and communication
- working relationships
- management credibility
- personal development

The survey is conducted every semester.

Note: with additional KPIs per recommendation in the Feb 12, 2020 meeting; and March 5-7, 2020 conference.

LEARNING AND GROWTH PERSPECTIVE

GOAL: Promoted learning capacities and culture for organizational transformation.

Outcome 7: Effective STI governance achieved

STRATEGIC OBJECTIVE:
Enhance performance management system

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

- Implementation of PRIME HRM

Output indicators:

Indicators	Accomps	TARGETS			
	2019	2020	2021	2022	
% of planned annual competency building interventions implemented	91%	90%	90%	90%	
Number of personnel officially recognized as technology /subject matter experts	3	4	4	4	
Percent of personnel with graduate degrees	2	4	1	2	
• MS	2	4	1	1	
• PhD	0	0	0	1	
No. of DOST personnel who attended trainings and non-degree courses	Regular – 26 (90%)* COS – 65 (100%)	Regular – 24 (83%)** COS – 65 (100%)	Regular – 26 (93%) COS – 65 (100%)	Regular – 26 (93%) COS – 65 (100%)	

* 1 vacant plantilla position in CY 2019

* 2 vacant plantilla positions in CY 2020

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: ₱200,000

FY 2021: ₱300,000

Operational Definitions:

Planned annual competency building interventions implemented refers to the percentage of planned training/competency building interventions implemented based on the regional offices' Human Resource Development Plan.

Personnel officially recognized as technology/subject matter experts refer to any **DOST employee** certified/accredited/recognized by competent authority and/or the DOST (under the OneExpert Program), found to possess the required education, trainings, experience, and competencies to be considered as a technology or subject matter expert.

Personnel with MS and/or PhD refers to personnel holding permanent plantilla positions in DOST who has obtained MS and/or PhD degrees.

Personnel who attended trainings – c/o PES

Personnel who attended non-degree courses – c/o PES

Note: with additional KPIs per recommendation in the Feb 12, 2020 meeting; and March 5-7, 2020 conference.

LEARNING AND GROWTH PERSPECTIVE				
GOAL: Promoted learning capacities and culture for organizational transformation.				
Outcome 7: Effective STI governance achieved				
STRATEGIC OBJECTIVE: <i>Upgrade infrastructure for high performance inducing workplaces</i>				
SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the PPA/Initiatives you will implement to achieve the strategic objective mentioned above). <ul style="list-style-type: none"> Strengthen linkage with funding agencies Requesting infrastructure agencies (DPWH) for funding infra projects 				
Output indicators:				
Indicators	Accomps	TARGETS		
	2019	2020	2021	2022
Number of workplaces /workspaces upgraded	8	3	2	2
Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?) FY 2020: DPWH – ₱22.15M FY 2021: ₱1M				
Operational Definitions: Workplaces/workspaces upgraded refers to those workplace/space enhanced and/or improved or upgraded to provide a more conducive and performance-inducing workplace for employees (e.g. 5S, other gadgets provided, furniture/fixtures provided, increase in floor area, etc.).				

FINANCIAL PERSPECTIVE

GOAL: Achieved financial sustainability through judicious management of financial resources

Outcome 7: Effective STI governance achieved

STRATEGIC OBJECTIVE:

Enhance cost-effectiveness and efficiency in resource allocation and utilization compliant to government rules and regulations

SPECIFIC STRATEGIES/ PPAs/INITIATIVES: (Cite the PPA/Initiatives you will implement to achieve the **strategic objective** mentioned above).

- Conduct of operational planning, review and evaluation
- Proper cash programming
- Monitor/update budget utilization for all PPAs

Output indicators:

Indicators	Accomps	TARGETS			
	2019	2020	2021	2022	
% Allotment obligated against allotment received	96%	95%	95%	95%	
Disbursement Budget Utilization Rate	99%	95%	95%	95%	
% of time the quarterly BFARs are submitted on time	100%	100%	100%	100%	
% of COA findings addressed within prescribed time	100%	100%	100%	100%	
Compliant to PBB requirements	Yes	Yes	Yes	Yes	

Budgetary Requirement: (To carry-out the above-stated initiatives and to be able to accomplish your targets, how much budget will you allocate?)

FY 2020: ₱200,000

FY 2021: ₱250,000

Operational Definitions:

% Allotment obligated against allotment received refers to the percentage of the total allotment obligated versus the total allotment received by the regional office for the period in review.

Allotment refers to the total budget received, which is ready for disbursement.


Disbursement Budget Utilization Rate refers to the ratio of the total disbursements of budget to the total obligations within the period in review.

Quarterly submission of BFARs on time refers to the submission of Budget and Financial Accountability Reports (BFARs) to DOST FMS and the Department of Budget and Management on or before the deadline.

COA findings addressed within prescribed time refers to the COA audit findings and observation memoranda that are responded to on time and for which corrective actions are initiated.

Compliant to PBB requirement refers to the on-time compliance of regional offices to all PBB requirements.

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Note: with additional KPIs per recommendation in the Feb 12, 2020 meeting; and March 5-7, 2020 conference.