



BUREAU OF CUSTOMS

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PROFESSIONALISM INTEGRITY ACCOUNTABILITY


IA G Memo No. 24-2022



BOC-03-11028

MEMORANDUM

TO : **ALL CUSTOMS OFFICIALS AND EMPLOYEES**

FROM : 
DONATO B. SAN JUAN
Deputy Commissioner, IAG and Chief of Staff, OCOM

SUBJECT : **Aligning the Bureau's Strategic Performance Management System (SPMS) under CSC MC No. 6, s. 2012 and CMO 6-2017 with ISO 9001:2015**

DATE : 04 April 2022

- In order to align the BOC-Strategic Performance Management System (BOC-SPMS) with the criteria of ISO 9001:2015, all groups/offices/ports/subports are required to establish their quality objectives/success indicators that are specific, measurable, attainable, realistic and timebound (SMART), by following the Noun-Verb (or object-words that describe action) convention or statement format plus words indicative of "**start-point**" and "**end-point**" of the process.

Example:

Output/ Core	Success Indicators	Actual Accomplishment	Q1	Q2	Q3	A	Remarks
Border Security	Actual Date and Time of Arrival of Vessel/Aircraft encoded to E2M in <u>37 minutes from</u> receipt of complete required documents <u>to</u> the submission of "Boarding Inspection Sheet" by the Boarding Officer to the Chief PID/AOD or his authorized representative.	Actual Date and Time of Arrival of Vessel/Aircraft encoded to E2M in <u>20 minutes from</u> receipt of complete required documents <u>to</u> the submission of "Boarding Inspection Sheet" by the Boarding Officer to the Chief PID/AOD or his authorized representative					Evidence: Retained records or documented Information, Doc Processing Time Form and checklist
Collection of Lawful Revenues	30B collected <u>from</u> Jan 2023 <u>to</u> March 2023	40B collected <u>from</u> Jan 2023 <u>to</u> March 2023					Evidence: 1 st Q Collection Report
Trade Facilitation	Entry/SAD under Greenlane processed in <u>37 minutes from</u> receipt of complete documents by the CCC <u>to</u> transmission of the processed entry to LBD.	Entry/SAD under Greenlane processed in <u>20 minutes from</u> receipt of complete documents by the CCC <u>to</u> transmission of the processed entry to LBD					Evidence: SAD; Commercial documents; Doc. Processing Time Form details update at e2m



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2. The Chairpersons of the Unit-Performance Management Teams shall ensure that the Citizens Charter is considered in the formulation of its quality objectives/success indicators to be provided in their OPCR and IPCRs.

3. The Raters/Immediate Supervisors are enjoined to observe the Rating System provided under the BOC-SPMS, to wit:

Numerical Rating	Adjectival Rating	Description
5.0	Outstanding	Performance <i>exceeded expectations by 30%</i> and above the planned targets. Performance demonstrated was exceptional in terms of quality, technical skills, creativity and initiative», showing mastery of task. Accomplishments were made in more than expected but related aspects of the target.
4.0-4.99	Very Satisfactory	Performance <i>exceeded expectations by 15-29%</i> of the planned targets.
3.0-3.99	Satisfactory	Performance <i>met 100% to 114%</i> of the planned targets. For accomplishments requiring 100% of the targets, such as those pertaining to accuracy and fixed number which may no longer exceeded, a rating of 5 shall be given for meeting the target and 1 for falling short of or failing to meet the target.
2.0-2.99	Unsatisfactory	Unsatisfactory Performance of <i>51-99%</i> of the planned targets
1.0-1.99	Poor	Performance of <i>50%</i> or less of the planned targets

4. In the evaluation of the submitted OPCR and IPCRs, the PPRD and HRMD shall ensure that the above instructions are observed.

5. Be guided accordingly.