



MEMORANDUM

TO : ALL DEPUTY COMMISSIONERS
 ASSISTANT COMMISSIONER
 ALL DISTRICT COLLECTORS
 ALL SERVICE DIRECTORS
 ALL DIVISION CHIEFS
 ALL OFFICE/UNIT HEADS

FROM : REY LEONARDO B. GUERRERO
 Commissioner **DEC 29 2020**



BOC-03-07642

SUBJECT : HARMONIZATION OF THE STRATEGIC
 PERFORMANCE MANAGEMENT SYSTEM (SPMS)
 AND PERFORMANCE GOVERNANCE SYSTEM (PGS)
 FRAMEWORK

DATE : 1 December 2020

In line with the Bureau of Customs' (BOC) report during the Compliance Stage Revalida, the BOC will be adopting the harmonized Strategic Performance Management System (SPMS) and the Performance Governance System (PGS) Framework.

Please see attached comparison matrix of the SPMS and PGS Framework for BOC personnel's common terms of reference and guidance. (Annex E) An Electronic Office Performance Commitment Review (OPCR) / Governance Scorecard will be developed within the next 45 days.

For strict compliance.

**Comparison Matrix of the
BOC Performance Governance System
(PGS) and
BOC Strategic Performance Management
System (SPMS)**

BUREAU OF CUSTOMS

Office of Strategy Management

Planning and Policy Research Division



A modernized and credible Customs administration that is among the world's best.

**Performance Governance System
Governance Documents**

Vision

A modernized and credible Customs administration that is among the world's best.

Mission

To strengthen border control, enhance trade facilitation, and improve collection of lawful revenues.

Strategy and Performance Management System

Vision

The Bureau of Customs (BOC) aims to work towards a modernized and efficient customs administration

Mission

The Bureau of Customs (BOC) focuses on the following statements:

1. Assess and collect lawful revenues;
2. Monitor and control illicit trade and all forms of customs fraud;
3. Facilitate trade in a secured manner;
4. Utilize modern and advanced communications and information technology (CIT) systems that are at par with international standards in the performance of customs functions; and
5. Promote integrity and professionalism in public service.

Integrity





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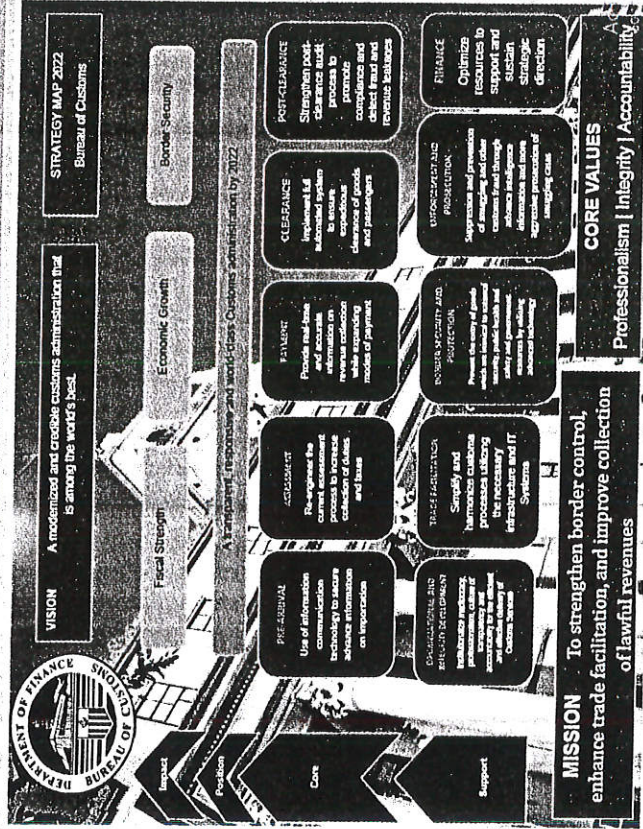
**Performance Governance System
Governance Documents**

Strategy and Performance Management System

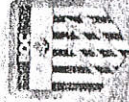
BOC Strategy Map

BOC Strategy Map

Not Applicable



Professionalism | Integrity | Accountability





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**Performance Governance System
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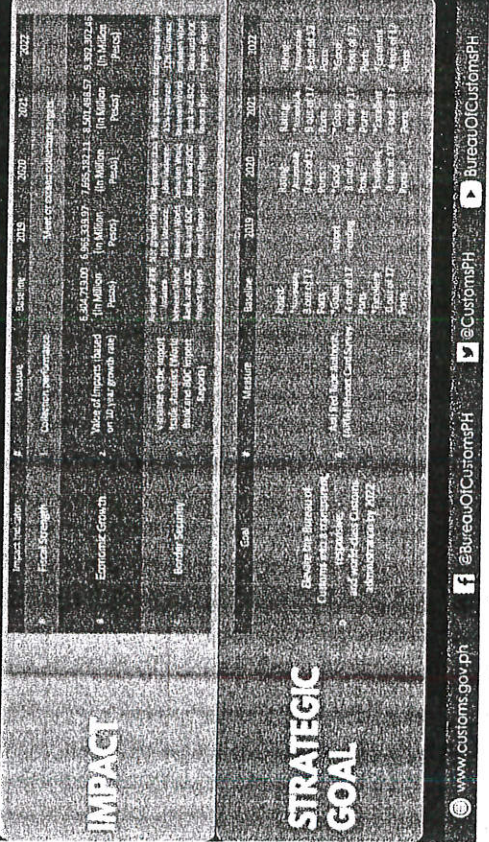
Strategy and Performance Management System

BOC Scorecard / Office Performance Commitment Review

BOC Scorecard / Office Performance Commitment Review

PHILIPPINE BUREAU OF CUSTOMS
GOVERNANCE SCORECARD

Not Applicable



Integrity Professionalism Accountability





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**Performance Governance System
Governance Documents**

Strategy and Performance Management System

BOC Governance Scorecard

BOC Governance Scorecard

Not Available

PHILIPPINE BUREAU OF CUSTOMS
GOVERNANCE SCORECARD

CORE PROCESS SCORECARD

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Professionalism Integrity





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**Performance Governance System
Governance Documents**

Strategy and Performance Management System

BOC Governance Scorecard

BOC Governance Scorecard

Not Available

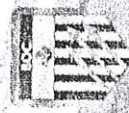
**PHILIPPINE BUREAU OF CUSTOMS
GOVERNANCE SCORECARD**

SUPPORT PROCESS SCORECARD

| Objective | A | B | C | D | E | F | G | H | I | J |
|--|------|------|------|------|------|------|------|------|------|------|
| 1. Increase efficiency and productivity of the support process | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 2. Increase the number of support process requests processed | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 3. Increase the number of support process requests processed | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 4. Increase the number of support process requests processed | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 5. Increase the number of support process requests processed | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 6. Increase the number of support process requests processed | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 7. Increase the number of support process requests processed | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 8. Increase the number of support process requests processed | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 9. Increase the number of support process requests processed | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 10. Increase the number of support process requests processed | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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Professionalism Integrity



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Performance Governance System Governance Documents

BOC Sample Scorecard / Office Performance Commitment Review for Groups (IAG)

SUPPORT PROCESS SCORECARD

| Objective | Measure | Baseline | 2019 | 2020 | 2021 | 2022 |
|---|--|----------------------------|---|--|--|--|
| Institutionalize meritocracy and professionalism for the efficient and effective delivery of Customs services | Percentage of 6,264 filled-up positions by qualified and competent personnel | 31% | 51% | 60% | 75% | 100% |
| | Compliance to the requirements of PRIME-HRM Accreditation | Unassessed BOC HRM Systems | Comprehensive HRM assessment, review, and monitoring of the four core HRM Systems | 100% compliance to the PRIME-HRM prescribed requirements for Level II - Accredited RSP and L&D | 100% compliance to the PRIME-HRM prescribed requirements for Level II - Accredited Status for PM | 100% compliance to the PRIME-HRM prescribed requirements for Level III - Deregulated Status for all four HRM Systems |

Strategy and Performance Management System

BOC Sample Scorecard / Office Performance Commitment Review for Groups (Template)

ANNEX A. OFFICE PERFORMANCE COMMITMENT AND REVIEW (OPCR)

Head of the [] of the Bureau of Customs, agrees to deliver and agree to be held for the achievement of the following targets in accordance with the associated strategy of the [] for the period [] to []

Supervisor/Office/Division Chief: []
 Head of the []: []
 Head and the Organization: []

Strategic Objectives

| Strategic Objective | Key Results | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | Yearly Average |
|---------------------|-------------|-------------|-------------|-------------|-------------|----------------|
| 1. [] | [] | [] | [] | [] | [] | [] |
| 2. [] | [] | [] | [] | [] | [] | [] |
| 3. [] | [] | [] | [] | [] | [] | [] |
| 4. [] | [] | [] | [] | [] | [] | [] |

Legend: 1. Quality of Efficiency 2. Quality of Effectiveness 3. Timeliness 4. Average

Final Rating: []

Approved and Recommended for Posting: []
 Date: []
 Signature: []
 Title: []

Certified True Copy
 Alexander C. []
 Adam C. []
 CRMID - BUC

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**Performance Governance System
Governance Documents**

**BOC Sample Scorecard / Office Performance Commitment Review for
Collection Districts (POM)**

| Category | Indicator | Actual | Target | Rating | Remarks |
|----------|---|---|---------------------------------------|--|---|
| A | Fiscal Strength | Meet/Exceed Collection Target of at least 10% Growth from previous collection | 675,004.31 (in Mn Pesos) | Rating: Excellent | |
| | Economic Growth | 10.473% growth every year | Required: 13.66% Share | Rating: Good | |
| | Border Security | Port Percentage Share based on required BOC Import Trade for the year | Actual: 11.71% Share | Rating: Acceptable | |
| B | Anti Red Tape Authority (ARTA) Report Card Survey | Pending Report | Implementation of Zero Contact Policy | Rating: Acceptable | Full Implementation including Subports and Extended Offices |
| | Zero Contact Policy | Implementation of Zero Contact Policy | Rating: Acceptable | Full Implementation at the Port Operations | |

Strategy and Performance Management System

**BOC Sample Scorecard / Office Performance Commitment Review for
Collection Districts (Template)**

ANNEX A. OFFICE PERFORMANCE COMMITMENT AND REVIEW (OPCR)

Certified True Copy
Alexander C. ...
CRMD - BOC

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Read by: ...
Signed: ...
Date: ...

PART A. CORE FUNCTIONS

| Function | Target | Actual | Rating | Remarks |
|----------|--------|--------|--------|---------|
| 1. ... | ... | ... | ... | ... |
| 2. ... | ... | ... | ... | ... |
| 3. ... | ... | ... | ... | ... |
| 4. ... | ... | ... | ... | ... |

Legend: 1. Quality of Efficiency 2. Quality of Effectiveness 3. Timeliness 4. Energy



Professional Service



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Performance Governance System Governance Documents

Strategy and Performance Management System

BOC Electronic Individual Performance Commitment Review

BOC Individual Performance Commitment Review

INDIVIDUAL PERFORMANCE COMMITMENT REPORT

| Month | Year | Strategic Priority | Objective | Key Results | Actual Results | Rating | Comments |
|-------|------|--------------------|-----------|-------------|----------------|--------|----------|
| Jan | 2021 | 1 | | | | | |
| Feb | 2021 | 1 | | | | | |
| Mar | 2021 | 1 | | | | | |
| Apr | 2021 | 1 | | | | | |
| May | 2021 | 1 | | | | | |
| Jun | 2021 | 1 | | | | | |
| Jul | 2021 | 1 | | | | | |
| Aug | 2021 | 1 | | | | | |
| Sep | 2021 | 1 | | | | | |
| Oct | 2021 | 1 | | | | | |
| Nov | 2021 | 1 | | | | | |
| Dec | 2021 | 1 | | | | | |

ANNEX B: INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

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Alexander C. ...
Admin Officer
CRMD - BOC

of the ...
Section/Division/Office/Part of ...
to ... to ...

commit to deliver and agree to be ...

Reviewed by: Immediate Supervisor Date: Approved by: Head of Office Date: Release

| Output | Success Indicator (Target & Measure) | Actual Accomplishments | Rating | Remarks | | |
|----------------|--------------------------------------|------------------------|--------|---------|---|----|
| Core Function: | | | Q1 | Q2 | P | A* |
| 1. | | | | | | |
| 2. | | | | | | |
| 3. | | | | | | |
| 4. | | | | | | |
| 5. | | | | | | |
| 6. | | | | | | |
| 7. | | | | | | |

Final Sample Rating

Comments and Recommendations for Development Purposes

Reviewed by: Date: Assessed by: Date: Final Rating by: Date: (Rating that discussed my assessment of the performance with the employee)

Supervisor: Head of Office

Legend: 1. Quality of Efficiency 2. Quality of Effectiveness 3. Timeliness 4. Average

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PROFESSIONAL INTEGRITY



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**Performance Governance System
Governance Documents**

Strategy and Performance Management System

BOC Electronic Personal Scorecard

BOC Personal Scorecard

Not Applicable

PERSONAL SCORECARD

LAST NAME, FIRST NAME, MI
 (LAST NAME)
 (FIRST NAME)
 (MIDDLE NAME)
 (OFFICE)
 (CITY AND PROVINCE)
 (COUNTRY)
 (CONTACT NO.)

PERSONAL VISION

PERSONAL MISSION

PERSONAL CORE VALUE

Professionalism, Integrity, Accountability

| Performance Objectives | 2019 | | | 2020 | | | 2021 | | | 2022 | | |
|------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| | Jan-Mar | Apr-Jun | Jul-Sep | Jan-Mar | Apr-Jun | Jul-Sep | Jan-Mar | Apr-Jun | Jul-Sep | Jan-Mar | Apr-Jun | Jul-Sep |
| FINANCIAL | | | | | | | | | | | | |
| OPERATIONAL | | | | | | | | | | | | |
| LEGAL | | | | | | | | | | | | |
| PERSONNEL | | | | | | | | | | | | |
| PLANNING | | | | | | | | | | | | |
| PRODUCTION | | | | | | | | | | | | |
| QUALITY | | | | | | | | | | | | |
| SALES | | | | | | | | | | | | |
| TRAINING | | | | | | | | | | | | |
| OTHER | | | | | | | | | | | | |
| TOTAL | | | | | | | | | | | | |

PERFORMANCE YEAR: 2021

PERFORMANCE YEAR: 2022

Integrity

