

Visayas State University  
Baybay City, Leyte

**INDIVIDUAL PERFORMANCE COMMITMENT & REVIEW (IPCR)**

I, **QUEEN-EVER Y. ATUPAN**, Head of the Cash Division commits to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period July 1 to December 31, 2021.

Approved:

**QUEEN-EVER Y. ATUPAN**

Ratee

Date:

**RYSAN C. GUINOCOR**

OIC, Director for Administration

Date:

MFO & PAPs	Success Indicator (SI)	Task Assigned	Target	Rating					Remark
				Actual Accomplishment	Quality	Efficiency	Timeliness	Average	
UGASS. SUPPORT TO OPERATIONS									
OVPAF STO 1: ISO 9001:2015 ALIGNED DOCUMENTS									
ODAS/HRM STO 1:	ISO 9001:2015 aligned documents and compliant processes	<u>PI 1.</u> Percentage of clients served rated the services received at least very satisfactory or higher	Facilitated and Accommodated various requests and inquiries from clients.	95% of clients rated services as very satisfactory or higher	100% of clients rated services as very satisfactory or higher	5	5	5	5.00
	PI.2 Number of quality procedures revised/updated and registered at QAC	Reviewed and revised existing quality procedures and citizen's charters	3 quality procedures revised and registered	3 quality procedures revised and registered	5	5	5	5.00	