


MANILA INTERNATIONAL AIRPORT AUTHORITY
Strategic Performance Management System (SPMS)

INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

I, **DANILO G. DUMAGUING**, Terminal Operations Assistant A, assigned at Airport Integrated Command and Control Center, Airport Ground Operations and Safety Division, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period **January to June 2023**.

RATING SCALE	5-Outstanding
	4-Very Satisfactory
	3-Satisfactory
	2-Unsatisfactory
	1-Poor


Signature
Date: July 6, 2023

Recommending Approval		Date	Approved by		Date		
ALVIN V. CANDELARIA		7-14-2023	RAFAEL S. REGULAR		7-14-2023		
OIC, Airport Ground Operations and Safety Division			Manager, Airport Operations Department				
MFO/PAP	SUCCESS INDICATORS (TARGETS + MEASURES)	Actual Accomplishments	Rating				Remarks
			Q1	E2	T3	A4	5
CORE/MANDATED FUNCTIONS $4.46 \times 90\% = 4.014$ $4.275 \times 100\% = 4.275 = 4.506$ (vs)							
Monthly Volume of Flights and Passengers (International & Domestic)	100% Consolidation and Submission of complete and accurate Monthly Monitoring report within 15WD from the end of each month to OIC, AGOSD	Consolidated and Submitted complete and accurate Monthly Monitoring report within 15WD from the end of each month to OIC, AGOSD	5-Accurate and complete data 3-Complete with corrections 1-Incomplete	N/A	5-Earlier than target date 3-Within the target date 1-After target date	5.0	
Volume of Flights (International & Domestic)	100% Submission of Quarterly monitoring report within 15WD from the end of each quarter to OIC AGOSD	Submitted Quarterly monitoring report within 15WD from the end of each quarter to OIC AGOSD	5-Accurate and complete data 3-Complete with corrections 1-Incomplete	N/A	5-Earlier than target date 3-Within the target date 1-After target date	5.0	

MFO/PAP	SUCCESS INDICATORS (TARGETS + MEASURES)	Actual Accomplishments	Rating				Remarks
			Q1	E2	T3	A4	
Flight Information	100% Assistance to phone in clients within three rings upon receipt of calls with no negative feedback	Assisted to phone in clients within three rings upon receipt of calls with no negative feedback	5- No negative feedback 4- 99-90% 3- 89-80% 2- 79-70% 1- 69% & below	5-100% 4- 99-90% 3- 89-80% 2- 79-70% 1- 69% & below	5- Earlier than 3 rings 3- Within 3 rings 1- More than 3 rings	4.0	
Lotus Notes Report	100% Daily encoding of complete, accurate and consistent data thru Lotus Notes, 1 minute upon receipt of flight data	Encoded complete, accurate and consistent data thru Lotus Notes, 1 minute upon receipt of flight data	5- No error 4- 1-5 Minor errors 3- 6-10 Minor errors 2- 11-15 Minor errors 1- more than 15 errors	5-100% 4- 99-90% 3- 89-80% 2- 79-70% 1- 69% & below	5- Earlier than 1 minute. 3- Within 1 minute 1- More than 1 minute	4.0	
Shift Turn-Over	100% Turnover of duty without lapses from the outgoing to incoming shift personnel 15 minutes after every shift.	Turned over of duty without lapses from the outgoing to incoming shift personnel 15 minutes after every shift.	5- Complete Turnover without lapses 4- 99-90% 3- 89-80% 2- 79-70% 1- 69% & below	5-100% 4- 99-90% 3- 89-80% 2- 79-70% 1- 69% & below	5- Exact 15 mins. 3- Later than 15 mins.	4.333	
Support Functions							
Citizens' Complaint Hotline (e-8888)	100% of replies arising from complaints received through Citizens' Complaint Hotline (e-8888) drafted and submitted to the Division Manager within one working day upon receipt thereof.	N/A	N/A	5-100% 4- 99-90% 3- 89-80% 2- 79-70% 1- 69% & below	5- 1 day 4- 2 days 3- 3 days 2- 4 days 1- 5 days or more	N/A	
Facebook, Viber and Email Queries	100% of replies arising from complaints lodged through facebook, viber and emails drafted and submitted to the Division Manager within 1 working day upon receipt/notice thereof.	N/A	N/A	5-100% 4- 99-90% 3- 89-80% 2- 79-70% 1- 69% & below	5- 1 day 4- 2 days 3- 3 days 2- 4 days 1- 5 days or more	N/A	

MFO/PAP	SUCCESS INDICATORS (TARGETS + MEASURES)	Actual Accomplishments	Rating				Remarks
			Q1	E2	T3	A4	
Attendance to Flag Raising Ceremony	100% Attendance to Flag Raising Ceremony on time	Attended the Flag Raising Ceremony on time	N/A	4 5-100% 4 4-99-90% 3-89-80% 2-79-70% 1-69% & below	5 Earlier than 8:00am 3- at 8:am 1- Later	4.5	
Submission of Statement of Assets, Liabilities and Net Worth (SALN) of Employee	100% SALN submission on the prescribed deadline	SALN is submitted on the prescribed deadline	N/A	5 100% 4 99-90% 3-89-80% 2-79-70% 1-69% & below	5 Earlier than the target date 3- W/in the target date 1- After the target date	5.0	
Submission of Daily Time Record (DTR)	100% Submission of Daily Time Record (DTR) w/o error, 3 days upon receipt	Submitted the Daily Time Record (DTR) w/o error, 3 days upon receipt	N/A	5 100% 4 99-90% 3-89-80% 2-79-70% 1-69% & below	5 Less than 3 days upon receipt 3- 3 days upon receipt of DTR 1- More than 3 days upon receipt	5.0	
IPCR Accomplishment	Timely submission of IPCR to Personnel Division	Submitted the IPCR to Personnel Division on time	N/A	N/A	5 Earlier than target date 3- W/ in the target date 1- After target date	5.0	
Total Overall Rating						4.506	
Final Average Rating						4.506	
Adjectival Rating						VS	
Assessed by:		Reviewed by:		Final Rating by:			
ALVIN V. CANDELARIA		Date 7/14/23		Date 7/14/23		Date 7/14/23	
OIC, Airport Ground Operations & Safety Division		HRMD/Personnel Division		Manager, Airport Operations Department			
Legend: 1- Quality		2-Efficiency		3-Timeliness		4 - Average	

MANILA INTERNATIONAL AIRPORT AUTHORITY
Strategic Performance Management System (SPMS)

INDIVIDUAL PERFORMANCE COMMITMENT AND REVIEW (IPCR)

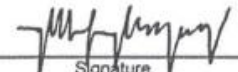
I, **DANILO G. DUMAGUING**, Terminal Operations Assistant A, assigned at Airport Integrated Command and Control Center, Airport Ground Operations and Safety Division, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period **July to December 2022**.

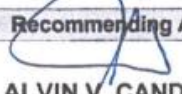
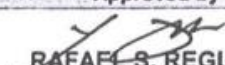
RATING SCALE	5-Outstanding
	4-Very Satisfactory
	3-Satisfactory
	2-Unsatisfactory
	1-Poor

$$4.555 \times 90\% = 4.099$$

$$4.333 \times 10\% = 0.433$$

$$4.532 \text{ (VC)}$$


 Signature
 Date: **01-03-2023**

Recommending Approval	Date	Approved by	Date
 ALVIN V. CANDELARIA OIC, Airport Ground Operations and Safety Division	1/6/23	 RAFAEL S. REGULAR Manager, Airport Operations Department	1/6/23
MFO/PAP	SUCCESS INDICATORS (TARGETS + MEASURES)	Actual Accomplishments	Rating Q1 E2 T3 A4 s

CORE/MANDATED FUNCTIONS						
Cancelled and Delayed Flights Report	100% Accurate advisory of Cancelled and Delayed Flights to Command Center every three (3) hrs.	Advised accurately Command Center of Cancelled and Delayed Flights every three (3) hrs.	5- No error ④- 1 Minor error 3-2 Minor errors 2- 3 Minor errors 1- More than 3 errors	5-100% ④-99-90% 3-89-80% 2-79-70% 1-69% & below	⑤ Every 3 hours 1- Later than 3 hours	4.333
Daily Flight Operations Report (DFOR)	100% Submission of Daily Flight Operations Report (DFOR) to Statistics and Records Mgnt. Section (Billing - SRMS) on or before 1100H of the following working day.	Submitted Daily Flight Operations Report (DFOR) to Statistics and Records Mgnt. Section (Billing - SRMS) on or before 1100H of the following working day.	⑤ 10 Minor 10-Major error 4-20 minor-20 major errors 3-30 Minor 30 major errors 2- 40 minor 40 major errors 1- More than 40	⑤ 100% ④-99-90% 3-89-80% 2-79-70% 1-69% & below	⑤- 2 hrs earlier 4- 1 hr earlier 3-exact 1100H 2- 1 hr later 1- 2 hrs later	5.0

Shift Turn-Over	100% Turnover of duty without lapses from the outgoing to incoming shift personnel 15 minutes after every shift.	Turned over of duty without lapses from the outgoing to incoming shift personnel 15 minutes after every shift.	⑤ Complete Turnover without lapses 1 - Turnover with lapses	5-100% 4-99-90% ③ 89-80% 2-79-70% 1-69% & below	⑤ Exact 15 mins. 1 - Later than 15 mins.	4.333	
Support Functions							
Citizens' Complaint Hotline (e-8888)	100% of replies arising from complaints received through Citizens' Complaint Hotline (e-8888) drafted and submitted to the Division Manager within one working day upon receipt thereof.	N/A	N/A	5-100% 4-99-90% 3-89-80% 2-79-70% 1-69% & below	5- 1 day 4- 2 days 3- 3 days 2- 4 days 1- 5 days or more	N/A	
Facebook, Viber and Email Queries	100% of replies arising from complaints lodged through facebook, viber and emails drafted and submitted to the Division Manager within 1 working day upon receipt/notice thereof.	N/A	N/A	5-100% 4-99-90% 3-89-80% 2-79-70% 1-69% & below	5- 1 day 4- 2 days 3- 3 days 2- 4 days 1- 5 days or more	N/A	
Attendance to Flag Raising Ceremony	100% Attendance to Flag Raising Ceremony on time	Attended the Flag Raising Ceremony on time	N/A	⑤ 100% 4-99-90% 3-89-80% 2-79-70% 1-69% & below	5- Earlier than 8.00am ③ at 8:am 1- Later	4.0	
Submission of Statement of Assets, Liabilities and Net Worth (SALN) of Employee	100% SALN submission on the prescribed deadline	N/A	N/A	5-100% 4-99-90% 3-89-80% 2-79-70% 1-69% & below	5- Earlier than the target date 3- W/in the target date 1- After the target date	N/A	

Submission of Daily Time Record (DTR)	100% Submission of Daily Time Record (DTR) w/o error, 3 days upon receipt	Submitted the Daily Time Record (DTR) w/o error, 3 days upon receipt	N/A	⑤ 100% 4-99-90% 3-89-80% 2-79-70% 1-69% & below	5- Less than 3 days upon receipt ③ 3 days upon receipt of DTR 1- More than	4.0
IPCR Accomplishment	Timely submission of IPCR to Personnel Division	Submitted the IPCR to Personnel Division on time	N/A	N/A	⑤ Earlier than target date 3- W/ in the target date 1- After target date	5.0

Total Overall Rating

Final Average Rating

Adjectival Rating

4.532
4.532
VS

Assessed by:	Reviewed by:	Final Rating by:
ALVIN V. CANDELARIA	RAPHAEL S. REGULAR	
OIC, Airport Ground Operations & Safety Division	HRMD/Personnel Division	Manager, Airport Operations Department
Date 1/6/27	Date	Date 1/6/27

Legend: 1- Quality 2-Efficiency 3-Timeliness 4 - Average