

Name **Jerimi Ann Satuita**
Branch **Baybay**
Position **Happy Customer Retention / Credit and Collection Specialist**
Rating Period **Oct 2023 - Jan 2024**

HAPPY CUSTOMER RETENTION - CORE (PROBITIONARY EMPLOYEE)

		Target	Weight	Scope	Actual Achievement	End Result	Rate	Performance Score
1	Monthly Collection Efficiency rate within GP	93%	40%	Monthly	75.2%	80.76%	2.00	0.80
2	Monthly Collection Efficiency rate after GP	94%	30%	Monthly	80.1%	85.32%	2.00	0.60
3	Monthly Collection Efficiency rate within GP - New Recruits	85%	10%	Monthly	50.6%	59.83%	2.00	0.20
4	Accuracy and Timeliness of Actual Collection vs Deposit	100%	10%	Daily	100.0%	100.00%	3.00	0.30
5	OD Recovery more than 2 months - 15%	15%	10%	Monthly	12.0%	80.00%	2.00	0.20

Total 100%

2.10 - (Meet some but not all)

PC Core Values	Definition	Rating
HUMILITY	Willingness to view ourselves accurately, be open to diverse ideas, and appreciate and respect the strengths and contributions of others.	3 - Highly Manifested
INNOVATION	Work on different and new ways to respond to business opportunities and work problems. We are not constrained by existing approaches but develop novel ways by exploring an opportunity or solving a problem.	3 - Highly Manifested
PEOPLE DEVELOPMENT	Focus our efforts to prioritize the well-being and growth of our Dealers and Employees to enable their aspirations for a great life.	3 - Highly Manifested
EXCELLENCE	Look at current standards of best practice and strive to surpass these in all aspects of our work.	3 - Highly Manifested
ENVIRONMENTAL RESPONSIBILITY	Sustain the environment's ecosystem and resources in our work processes and products.	3 - Highly Manifested

Remarks

Branch has experienced an improvements in it's overall performance during her stay as Branch HCR.
Progress is slow but in totality she gave her exemptional performance and dedication that contributed to the improvement of the Branch Collection Performance.

Prepared by:

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Visayas 2 Credit & Collection Regional Head