



COMPUTATION OF FINAL INDIVIDUAL RATING FOR ADMINISTRATIVE STAFF

Annex P

Name of Administrative Staff: **PAMELA P. ORANO**

Particulars (1)	Numerical Rating (2)	Percentage Weight (3)	Equivalent Numerical Rating (2x3)
1. Numerical Rating per IPCR	4.78	70%	3.35
2. Supervisor/Head's assessment of his contribution towards attainment of office accomplishments	3.92	30%	1.18
TOTAL NUMERICAL RATING			4.53

TOTAL NUMERICAL RATING: **4.53**

Add: Additional Approved Points, if any: _____

TOTAL NUMERICAL RATING: **4.53**

FINAL NUMERICAL RATING **4.53**

ADJECTIVAL RATING: **Outstanding**

Prepared by:

PAMELA P. ORAÑO
Name of Staff

Reviewed by:

MILAGROS C. BALES
Department/Office Head

Recommending Approval:

EDITHA G. CAGASAN
Dean/Director

Approved:

BEATRIZ S. BELONIAS
Vice President

INDIVIDUAL PERFORMANCE COMMITMENT & REVIEW FORM (IPCR)


I, Pamela P. Orano, of the Quality Assurance Center commits 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, 2020.



PAMELA P. ORANO

RATEE

Date: September 28, 2020



MILAGROS C. BALES
Head of Unit

MFO No.	MFO Description	Success/Performance Indicator (PI)	Target for 2019	Actual Accomplishments		Rating				Remarks
				Actual	%	G	S	T	A	
UMFO 5	Support to Operations									
	OVPI MFO 4. Program and Institutional Accreditation Services									
	QAC PI 1. Number of degree programs which passed accreditation/evaluation		6							
	QAC PI 2. ISO:9001-2015 Certified		stage 2 Externally Audited							
		No. of ISO-related trainings/workshops coordinated/facilitated	4	10	250%	5	5	5	5	
		Number of processes/procedures monitored during the roll out/implementation	50	PM - 118 GL- 20	276 %	4	5	5	4.67	
		Number of documented procedures and forms revised and cascaded	30	PM - 2 GL - 3	1016%	5	4	5	4.67	

				FM - 300						
		Percentage of programmed ISO-related activities are implemented within the targeted timeline	100%	100%	100%	✓	✓	4	4.67	
	QAC PI 4. Administrative Service									
		Number of pages of documents to photocopy as supporting Documents for AACCUP, ISO, ISA and CHED Monitoring	5,000 pages	10000	200%	✓	✓	✓	✓	
		Number of dDRC monitored	20	78	390%	✓	4	✓	4.67	
		Number of GL, PM, FM monitored	100 PM/ GL/ FM	PM - 118 GL- 20 FM - 448	586%	✓	4	✓	4.67	
		Number of PMS, FMS, GLs. distributed	New TPs	5 PMS, FMS, GLs. TPs	PM - 1 GL - 2 FM - 56	11.8%	✓	✓	✓	✓

		Number of Revised PMS,QMS,GLs and FMs distributed	20 PM/ GL/ FM	PM - 2 GL - 3 FM - 300	150%	5	5	4	4.67	
		Number of PMS,QMS and FMs Drafted	1 PM/ GL/ FM	GL-1	100	4	4	✓	4.33	
		Number of ISO quality audit attended	1	1 – External Quality Audit	100	✓	✓	✓	5	
		Number of QRM reviewed and printed	50 Depts /units/ Centers	78 Depts /units/ Centers	156%	✓	✓	✓	5	
		Number of meetings/workshops/ writeshops, benchmarking activities attended and facilitated (ISO, AACCUP,CHED ISA, Washington Accord)	5	10	200	✓	✓	✓	5	
		Number of OPCR/IPCR, DTR , Leave applications,	4	6	150	✓	4	✓	4.67	
	QAC PI 5. Support to Operations									

		Number of meetings/workshops/ trainings facilitated (AACCCUP, ISO, etc)	6	10	167 %	4	5	5	4.67	
	QAC PI 6. Efficient customer friendly assistance	Efficient and customer-friendly frontline service	Zero complaint from clients		Zero complaint					
Total Overall Rating						71.69				
Average Rating						4.78				
Adjectival Rating						0				

Average Rating (Total Over-all rating divided by 4)		
Additional Points:		
Approved Additional points (with copy of approval)		
FINAL RATING		
ADJECTIVAL RATING		

<p>Comments & Recommendations for Development Purpose:</p> <p><i>Need some ^{more} training on records management since she is handling University & MS Records.</i></p>

Evaluated & Rated by:



MILAGROS C. BALES

QAC Director

Date:

Recommending Approval:



EDITHA G. CAGASAN

ODQA Director

Date:

Approved by:



BEATRIZ S. BELONIAS

Vice-President for Academic Affairs

Date:

1 – Quality 2 – Efficiency 3 – Timeliness 4 – Average



Instrument for Performance Effectiveness of Administrative Staff

Rating Period: January – June 2020

Name of Staff: Pamela P. Oraño

Position: Admin Aide IV


Instruction to supervisor: Please evaluate the effectiveness of your subordinate in contributing towards attainment of the calibrated targets of your department/office/center/college/campus using the scale below. Encircle your rating.

Scale	Descriptive Rating	Qualitative Description
5	Outstanding	The performance almost always exceeds the job requirements. The staff delivers outputs which always results to best practice of the unit. He is an exceptional role model
4	Very Satisfactory	The performance meets and often exceeds the job requirements
3	Satisfactory	The performance meets job requirements
2	Fair	The performance needs some development to meet job requirements.
1	Poor	The staff fails to meet job requirements

A. Commitment (both for subordinates and supervisors)		Scale				
1.	Demonstrates sensitivity to client's needs and makes the latter's experience in transacting business with the office fulfilling and rewarding.	5	4	3	2	1
2.	Makes self-available to clients even beyond official time	5	4	3	2	1
3.	Submits urgent non-routine reports required by higher offices/agencies such as CHED, DBM, CSC, DOST, NEDA, PASUC and similar regulatory agencies within specified time by rendering overtime work even without overtime pay	5	4	3	2	1
4.	Accepts all assigned tasks as his/her share of the office targets and delivers outputs within the prescribed time.	5	4	3	2	1
5.	Commits himself/herself to help attain the targets of his/her office by assisting co-employees who fail to perform all assigned tasks	5	4	3	2	1
6.	Regularly reports to work on time, logs in upon arrival, secures pass slip when going out on personal matters and logs out upon departure from work.	5	4	3	2	1
7.	Keeps accurate records of her work which is easily retrievable when needed.	5	4	3	2	1
8.	Suggests new ways to further improve her work and the services of the office to its clients	5	4	3	2	1
9.	Accepts additional tasks assigned by the head or by higher offices even if the assignment is not related to his position but critical towards the attainment of the functions of the university	5	4	3	2	1
10.	Maximizes office hours during lean periods by performing non-routine functions the outputs of which results as a best practice that further increase effectiveness of the office or satisfaction of clientele	5	4	3	2	1
11.	Accepts objective criticisms and opens to suggestions and innovations for improvement of his work accomplishment	5	4	3	2	1
12.	Willing to be trained and developed	5	4	3	2	1

Total Score		47				
B. Leadership & Management (For supervisors only to be rated by higher supervisor)		Scale				
1.	Demonstrates mastery and expertise in all areas of work to gain trust, respect and confidence from subordinates and that of higher superiors	5	4	3	2	1
2.	Visionary and creative to draw strategic and specific plans and targets of the office/department aligned to that of the overall plans of the university.	5	4	3	2	1
3.	Innovates for the purpose of improving efficiency and effectiveness of the operational processes and functions of the department/office for further satisfaction of clients.	5	4	3	2	1
4.	Accepts accountability for the overall performance and in delivering the output required of his/her unit.	5	4	3	2	1
5.	Demonstrates, teaches, monitors, coaches and motivates subordinates for their improved efficiency and effectiveness in accomplishing their assigned tasks needed for the attainment of the calibrated targets of the unit	5	4	3	2	1
Total Score		47				
Average Score		3.92				

Overall recommendation : Has very satisfactory performance.


 MILAGROS C. BALES
 Printed Name and Signature
 Head of Office

PERFORMANCE MONITORING & COACHING JOURNAL

X	1st	Q U A R T E R
X	2nd	
	3rd	
	4th	

Name of Office: Office of the Director for Quality Assurance
Head of Office: MILAGROS C. BALES

Name of Personnel: PAMELA P. ORAÑO

Signature: _____


Pamela P. Orano

Activity Monitoring	MECHANISM				Remarks
	Meeting		Mem o	Others (Pls. specify)	
	One-on- One	Grou p			
Monitoring					
Documents to photocopy as supporting Documents for AACCUP,ISO,ISA and CHED Monitoring	x	x			
dDRC monitored for their performance	x	x			
GL,PM, FM monitored	x		X	3 rd week of January 2 nd week of february	
New PMS,FMS,GLs. TPs distributed	x				GL-QAC-06 VERSION 00 June 8, 2020 PM-QAC-13 June 10, 2020
Revised PMS,QMS,GLs and FMs distributed	x				GL-INF01 VERSION 1 June 8, 2020 , GL-QAC-03 June 8, 2020. QAC forms 05-13-2020, VSU forms 06-11-2020 OP forms -4/27/2020 , etc...
PMS,QMS and FMs Drafted					GL-QAC-06 , GL-QAC-05
ISO quality audit attended					
QRM reviewed and printed	x				
Meetings/workshops/ writeshops, benchmarking activities attended and facilitated (ISO, AACCUP,CHED ISA, Washington Accord)	x				
OPCR/IPCR, DTR , Leave applications,	x				
Coaching					
Pages of documents to photocopy as supporting Documents for AACCUP,ISO,ISA and CHED Monitoring	x				


dDRC monitored	x				Encouraged her to conduct office to office visit
GL,PM, FM monitored	x				
New PMS,FMS,GLs. TP's distributed	x				
Revised PMS,QMS,GLs and FMs distributed	x				
PMS,QMS and FMs Drafted	x				
ISO quality audit attended	x				
QRM reviewed and printed	x				
Meetings/workshops/ writeshops, benchmarking activities attended and facilitated (ISO, AACCUP,CHED ISA, Washington Accord)	x	x			Encourage her to preside the meeting with dDRCs herself
OPCR/IPCR, DTR , Leave applications,	x				

Note: Please indicate the date in the appropriate box when the monitoring was conducted.

Conducted by:


MILAGROS C. BALES
 QAC Director

Noted by:


BEATRIZ S. BELONIAS
 VP for Instruction


TRACKING TOOL FOR MONITORING TARGETS

TASK		ASSIGNED TO	DURATION	TASK STATUS				REMARKS
				1 st Week	2 nd Week	3 rd Week	4 th Week	
MFO Description	Success/Performance Indicator (PI)	Unit/Persons Responsible						
Support to Operations								
OVPI MFO 4. Program and Institutional Accreditation Services								
QAC PI 1. Number of degree programs which passed accreditation/evaluation								
QAC PI 2. ISO:9001-2015 Certified								
	Number of quality procedures and new manuals reviewed/produced	MCBales/ EEOny	Jan - Jun					
	Number of internal and external audits coordinated	MCBales/ EEOny	Jan - Jun					
	Number of management reviews coordinated/conducted	MCBales/ EEOny	Jan - Jun					
	No. of ISO-related trainings/workshops coordinated/facilitated	MCBales/ EEOny/PPOrano/ RAValenzona	Jan - Jun	✓	✓	✓	✓	
	Number of processes/procedures monitored during the roll out/implementation	MCBales/ EEOny/PPOrano/ RAValenzona	Jan - Jun	✓	✓	✓	✓	
	Number of documented procedures and forms revised and cascaded	MCBales/ EEOny/PPOrano/ RAValenzona	Jan - Jun	✓	✓	✓	✓	

	Percentage of programmed ISO-related activities are implemented within the targeted timeline		Jan - Jun	✓	✓	✓	✓	
QAC PI 4. Administrative Service								
	Number of pages of documents to photocopy as supporting Documents for AACCUP, ISO, ISA and CHED Monitoring	PPOrano/RAValenzona	Jan - Jun	✓	✓	✓	/	
	Number of manuals reproduced and disseminated	PPOrano/RAValenzona	Jan - Jun	✓	✓	✓	/	
	Number of PPPs to print (copy for the internal technical evaluators for corrections)	PPOrano/RAValenzona	Jan - Jun					AACCUP Accreditation will be held by November 2020
QAC PI 5. Support to Operations								
	Number of meetings/workshops/ trainings facilitated (AACCUP, ISO, etc)	PPOrano/RAValenzona	Jan - Jun	✓	✓	✓	✓	
	Number of PPPs to edit for final layout and to print for file (for Levels IV and I accreditation)	PPOrano/RAValenzona	Jan - Jun	Not yet done since target accreditation will be done towards end of this year				
	Number of PPPs to layout for final layout and printing for AACCUP Accreditors	PPOrano/RAValenzona	Jan - Jun					
	Number of benchmarking to schedule/facilitate	MCBales/EEOngy/PPOrano/RAValenzona	Jan - Jun					

	Number of programs to monitor for compliance of the Mandatory Requirements for AACUP Levels I to IV, RQUAT and other accreditation	MCBales/ EEOny/Mmagdada ro/PPOrano/ RAValenzona	Jan - Jun	} to be done				
QAC PI 6. Efficient customer friendly assistance	Efficient and customer-friendly frontline service	PPOrano/ RAValenzona	Jan - Jun	✓	✓	✓	✓	
GENERAL ADMINISTRATION & SUPPORT SERVICES								
PI 1. Number of Risk Assessment/Review conducted		MCBales/ EEOny	Jan - Jun					
PI 2. Number of risks identified/monitored and reported		MCBales/ EEOny	Jan - Jun					
PI 3: Number of legitimate complaints/negative comments received/		MCBales/ EEOny	Jan - Jun					
PI 4: Percentage of complaints indicated in PI 4, if any, addressed within the prescribed period		MCBales/ EEOny	Jan - Jun					

Prepared by:


MILAGROS C. BALES
Unit Head

EMPLOYEE DEVELOPMENT PLAN

Name of Employee: PAMELA P. ORAÑO
Performance Rating: Outstanding 4.58

Aim: Enhanced knowledge and skill on document management and facilitation skills

Proposed Interventions to Improve Performance:

Date: July 2020 Target Date July 2020

First Step: Discussion on specific skill/competency more on document management needing improvement

Discussion on the processes on how to effectively facilitate meetings and workshops

Result: Improvement in the process of document control, recording and retrieval
Improvement in the process of facilitating meetings / workshops

Date: September 2020 Target Date: September 2020

Next Step: Send her to training/seminar related to ISO document management
Involve her in the conduct of meetings by encouraging her to perform the task.


Outcome: Increase efficiency and effectiveness in document management
Improve competence in handling meetings

Final Step/Recommendation:
Continue capability enhancement through mentoring/coaching and sending her to trainings and seminars.

Prepared by:


MILAGROS C. BALES
Unit Head

Conforme:


PAMELA P. ORAÑO
Name of Ratee Faculty/Staff