Republic of the Philippines
Department of Agriculture (DA)
BUREAU OF AGRICULTURE AND FISHERIES STANDARDS (BAFS)
*"...ensuring consumer safety and promoting global competitiveness
of Philippine agriculture and fishery products..."*

March 8, 2024

OFFICE ORDER No. ___9___
Series of 2024

TO	:	**ALL DA-BAFS PERSONNEL**
FROM	:	**OFFICE OF THE DIRECTOR**
SUBJECT	:	**FY 2024 CALIBRATED PERFORMANCE RATING SCALES**

To further strengthen the link of individual, divisional, and office performance in implementing the DA-BAFS' mandates, achieving the targets provided in the DA-BAFS Logical Framework (2023-2028), and the identified technical competencies per Division, the DA-BAFS recalibrated rating scales based on the recalibration workshop conducted on February 12, 2024 are hereby adopted.

I.   PRESCRIBED FORMS

The following forms shall be used in determining the semestral targets and accomplishments.

A. Contract of Service Performance Commitment and Review (COSPCR)
A form that serves as a performance management tool that contains the targets and/or actual accomplishments of a Contract of Service Personnel for a particular rating period.

B. Individual Performance Commitment and Review (IPCR)
A form that serves as a performance management tool that contains the targets and/or actual accomplishments of a permanent or coterminous to the official being served employee for a particular rating period. The individual-level deliverables shall contain the supporting activities contributing to the attainment of the DA BAFS Logical Framework Output Level.

C. Division Performance Commitment and Review (DPCR)
A form that serves as a performance management tool that contains the targets and/or actual accomplishments of a Division Chief for a particular rating period. The division-level deliverables shall contain output-level indicators of the DA-BAFS Logical Framework.

D. Summary of Accomplishment Evidences Form (SAEF)
A form containing the detailed list and dates of actual accomplishments as indicated in a COSPCR/IPCR/DPCR which shall serve as proof of performance.

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II. GENERAL PROVISIONS

A. Common Provisions

1. The common provisions shall apply to COSPCR, IPCR, and DPCR.
2. The success indicators shall use output-oriented actions.
3. When identifying targets, the enrolled DBM Major Final Output (MFO) indicators, which serve as the basis for the DA-BAFS annual budget, shall primarily be taken into account.
4. When identifying targets, controllability shall be considered. Hence, targets containing factors that are not within the control of the DA-BAFS shall not be included (e.g., proposals for standards development, requests for inputs/recommendations on proposed policies and legislations, applicant-driven regulatory issuances, etc.).
5. Any unmet targets shall be graded as 1.0 and the divisor shall be the total number of targets.
6. After the current rating period, the Administrative Support Service (ASS) - Human Resource Management Unit (HRMU) shall monitor the submission of unmet targets. Reminders shall be sent through electronic mail and shall serve as an initial warning. After which, a Memorandum shall be issued.
7. Unmet targets for 1st semester shall be submitted on or before September of the current year. Meanwhile, unmet targets for 2nd semester shall be submitted on or before March of the succeeding year.
8. The DPCR, IPCR, and COSPCR shall be subdivided into two parts: Core Functions which shall constitute 80% of the final average rating, and Support Functions which shall make up the remaining 20% of the final average rating. For employees with no support functions, the Core Function shall constitute 100% of the final average rating. Table 1 below shall guide the performance target/accomplishment subdivisions.

Table 1. DA-BAFS performance target/accomplishment subdivisions.

Commitment and Review Forms	Breakdown of Weight Percentage
Division (DPCR)	Core Function: 80% Support Functions: 20%
IPCR/COSPCR with Core and Support Functions	Core Function: 80% Support Function: 20%
IPCR/COSPCR with Core Functions Only	Core Functions: 100%

9. For draft reports, as far as applicable, Table 2 below shall guide the attribution and reporting of targets and accomplishments:

Table 2. Attribution and reporting of targets and accomplishments per position.

Position	Proposed Output Reporting (Target/Accomplishment)
Science Research Specialist (SRS) I / SG 13	Initial Draft Reports
SRS II / SG 16	Working Draft Reports/Proposed Final Draft Reports
Senior SRS / SG 19	Proposed Final Draft Reports/Working Draft Reports
Supervising SRS / SG 22	Final Draft Reports for Approval of DO
Chief SRS / SG 24	Final Draft Reports for Approval of DO

10.   The following shall constitute the allowed Support Functions:
    a. budget and finance functions;
    b. planning, monitoring, and RBME functions;
    c. admin-related designated functions such as those related to the DA BAFS Quality Management System (QMS), procurement, Gender and Development (GAD), and data privacy;
    d. communication-related designated functions such as those of the Writers' Bloc;
    e. leadership (e.g., coaching and mentoring);
    f. human resource development functions); and
    g. other interventions identified under the DA-BAFS Development (OD) framework.
11. All personnel occupying SG 16 positions and above shall have support functions indicated in their COSPCR/IPCR/DPCR.
12. In cases where the Rating Scale for Support Functions is not included in the targets for certain support functions, the success indicators and rating scales indicated shall be subject to the approval of the DA-BAFS Director.
13. The matrix of the Rating Scale shall be indicated in the prescribed forms for ease of grading and evaluation.
14. Only whole numbers shall be used when rating Quality (Q), Efficiency (E), and Timeliness (T). Averages shall be rounded off to two decimal places.
15. The final average rating shall be rounded off to the nearest whole number based on the CSC Guidelines as presented in Table 3:

Table 3. Guide for rounding off of computed average rating

Computed Average Rating	Rating (Numerical)	Rating Adjectival
5.0	5	Outstanding

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4.0-4.99	4	Very Satisfactory
3.0-3.99	3	Satisfactory
2.0-2.99	2	Unsatisfactory
1.0-1.99	1	Poor

16. Each Division or process owner shall establish a system to measure customer satisfaction. Customer Satisfaction Rating shall be differentiated among the processes:
   a. Customer feedback rating for regulatory functions shall follow the rating scale prescribed by the Anti-Red Tape Authority (ARTA) and shall target a 4.0 or "Satisfied" rating.
   b. An 80% customer feedback rating target shall be applied to standards promotion (e.g., webinars, physical seminars), in-house learning and development (L&D) activities, and standards development (i.e., proposals for standards through SRD; and process facilitation and approved PNS through SDD).
17. A list of accomplished tasks that were not included in the targets of the submitted commitment forms shall be attached as an Annex and shall not be rated.
18. Proofs of performance shall be submitted using the SAEF.
19. A mid-semester review of targets and accomplishments shall be carried out to monitor and evaluate the progress of accomplishments and to provide the necessary coaching or mentoring interventions.

B. DPCR

1. The average Customer Satisfaction Rating per section shall be reflected in the DPCR.
2. The accomplishment related to budget utilization shall be included in the second semester DPCR Core Function targets and accomplishment reports using the rating scale in Table 4:

Table 4. DA-BAFS DPCR rating scale for budget utilization.

Rating Scale	Percent Utilization
5	96% to 100% utilization
4	91% to 95% utilization
3	86% to 90% utilization
2	81% to 85% utilization
1	80% utilization

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III. CALIBRATED GENERAL DIMENSIONS

The DA-BAFS shall adopt the following calibrated rating scale for Quality (Q), Efficiency (E), and Timeliness (T) as presented in Table 5.

Table 5. DA-BAFS calibrated rating scale per dimension.

Dimension	Definition	Calibrated rating scale
Quality (Q)	Quality shall refer to the extent to which actual performance compares with targeted performance.	**5** – none – 1 revision **4** – 2-3 revisions **3** - 4-5 revisions **2** - 6-7 revisions **1** - more than 7 revisions
Efficiency (E)	Efficiency is an indicator used to measure the extent to which time or resources are used for the intended task or purpose. It also measures whether targets are accomplished with a minimum amount or quantity of waste, expenses, or unnecessary effort. When using this indicator, the success indicators usually involve resources like *turnaround times* that can be measured through working days, calendar days, and working hours.	**5** - more than 13 WD before **4** - 11-12 WD before **3** - 10 WD **2** - 11-12 WD after **1** - more than 13 WD after
Timeliness (T)	Timeliness measures whether the deliverable was done on time, based on the requirements of the law and/or clients/stakeholders. Time-related performance indicators evaluate such things as specific project completion deadlines. Deliverables with Timeliness indicators shall be graded individually before computing for the average. The target (3) for Timeliness shall be set in mid-June or December annually. The specific dates may change depending on the nearest mid-month date which falls on a working day.	***Example: For 2024*** ***First Semester*** *DPCR* **5**= June 2, 2024 or earlier **4**= June 3 to 14, 2024 **3**= June 17, 2024 **2**= June 18 to 28, 2024 **1**= beyond June 28, 2024 *IPCR (non-regulatory)* **5**- May 16, 2024 or earlier **4**- May 17 to 30, 2024 **3**- May 31, 2024 **2** - June 3 to 14, 2024 **1**- beyond June 14, 2024 ***Second Semester*** *DPCR* 5= November 29, 2024 or earlier 4= December 2 to 13, 2024 3= December 16, 2024 2= December 17 to 27, 2024

Dimension	Definition	Calibrated rating scale
		1= beyond December 31, 2024 *IPCR (non-regulatory)* 5= November 15, 2024 or earlier 4= November 18 to 29, 2024 3= December 2, 2024 2= December 3 to 13, 2024 1= beyond December 16, 2024

This Order shall take effect immediately and shall remain in force until officially revoked in writing. All orders inconsistent herewith are deemed revoked.

Done this **12ᵗʰ** day of **March** 2024.

KAREN KRISTINE A. ROSCOM, PFT, PhD
Director IV

Annex A

DA-BAFS RATING SCALE FOR SUPPORT FUNCTIONS

	Rating Scale					**Rating Scale**				
	DPCR Level					**IPCR Level**				
	Success Indicator	**QN**	**QL**	**E**	**T**	**Success Indicator**	**QN**	**QL**	**E**	**T**
PPMP and WFP preparation						Final PPMP and WFP submitted to the Administrative Support Services on the set deadline with 4-5 revisions		5 – Documents approved after none – 1 revision 4 – Documents approved after 2-3 revisions 3 - Documents approved after 4-5 revisions 2 - Documents approved after 6-7 revisions 1 - Documents approved after more than 7 revisions		5- more than 5 working days before set deadline 4- 1-5 working days before set deadline 3- on the set deadline 2 - 1-5 working days after set deadline 1- more than 5 working days after set deadline
Data Privacy TWG Lead (Data Privacy Manual and Internal Procedures	Endorsed Proposed Final Draft of DA-BAFS Data Privacy Manual to		5 – Documents approved after none – 1 revision		5 - November 29, 2024 or earlier 4 - December 2 - 13, 2024					

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	Rating Scale					Rating Scale				
	DPCR Level					IPCR Level				
	Success Indicator	QN	QL	E	T	Success Indicator	QN	QL	E	T
Development Committee)	the Office of the Director on or before set deadline with 4-5 revisions		4 – Documents approved after 2-3 revisions 3 - Documents approved after 4-5 revisions 2 - Documents approved after 6-7 revisions 1 - Documents approved after more than 7 revisions		3 - December 16, 2024 2 - December 17 to December 27 1 - December 30, 2024					
Data Privacy TWG Lead (National Privacy Commission						Data Privacy Officer registered with the National Privacy Commission on the set deadline				5- more than 5 working days before set deadline

	Rating Scale					**Rating Scale**				
	DPCR Level					**IPCR Level**				
	Success Indicator	**QN**	**QL**	**E**	**T**	**Success Indicator**	**QN**	**QL**	**E**	**T**
(NPC) Liaison Committee)										4- 1-5 working days before set deadline 3- on the set deadline 2 - 1-5 working days after set deadline 1- more than 5 working days after set deadline
ISO Auditor						Audit checklist prepared 10 working days prior the scheduled IQA			5 – More than 14 days prior the scheduled IQA 4 – 11-13 days 3 – 10 working days 2 – 5-9 working days	

	Rating Scale				Rating Scale				
	DPCR Level				IPCR Level				
	Success Indicator	QN	QL	E	T	Success Indicator	QN	QL	E	T
									1 – 1-4 working days prior the scheduled IQA	
						Audit Summary Reports (ASR) submitted to the IQA Chair 5 working days after the last audit and approved after 4-5 revisions		5 – Documents approved after none – 1 revision 4 – Documents approved after 2-3 revisions 3 - Documents approved after 4-5 revisions 2 - Documents approved after 6-7 revisions 1 - Documents approved after more than 7 revisions	5 – 1-2 working days after last audit 4 – 3-4 working days 3 – 5 working days 2 – 6-7 working days 1 – beyond 7 working days prior the scheduled IQA	

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	Rating Scale					**Rating Scale**				
	DPCR Level					**IPCR Level**				
	Success Indicator	QN	QL	E	T	**Success Indicator**	QN	QL	E	T
Coaching and mentoring	Mentoring/ Coaching report submitted to the Office of the Director at the end of the semester and approved after 4-5 revisions		5 – Documents approved after none – 1 revision 4 – Documents approved after 2-3 revisions 3 - Documents approved after 4-5 revisions 2 - Documents approved after 6-7 revisions 1 - Documents approved after more than 7 revisions		5= June 2, 2024 or earlier 4= June 3 to 14, 2024 3= June 17, 2024 2= June 18 to 28, 2024 1= beyond June 28, 2024					

	Rating Scale				Rating Scale				
	DPCR Level				**IPCR Level**				
	Success Indicator	**QN**	**QL**	**E**	**T**	**Success Indicator**	**QN**	**QL**	**E**	**T**
Coaching and mentoring (Supervising SRS / Section Chief)						Mentoring/Coaching report submitted to the immediate supervisor before the end of semester and approved after 4-5 revisions		5 – Documents approved after none – 1 revision 4 – Documents approved after 2-3 revisions 3 - Documents approved after 4-5 revisions 2 - Documents approved after 6-7 revisions 1 - Documents approved after more than 7 revisions		5- May 16, 2024 or earlier 4- May 17 to 30, 2024 3- May 31, 2024 2 - June 3 to 14, 2024 1- beyond June 14, 2024

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	Rating Scale				**Rating Scale**				
	DPCR Level				**IPCR Level**				
	Success Indicator	**QN**	**QL**	**E**	**T**	**Success Indicator**	**QN**	**QL**	**E**	**T**
Writer's Bloc						Article submitted to the DA-BAFS Writer's Bloc Editors 3 working days after the conduct of the activity and accepted after 4-5 revisions Publication material submitted to the Writer's Bloc Editors 3 working days before the target posting and accepted after 4-5 revisions		5 – Documents approved after none – 1 revision 4 – Documents approved after 2-3 revisions 3 - Documents approved after 4-5 revisions 2 - Documents approved after 6-7 revisions 1 - Documents approved after more than 7 revisions	5 – on the day of the conduct of the activity 4 – 1-2 working days after the conduct of the activity 3 – 3 working days after the conduct of the activity 2 – 6-7 working days after the conduct of the activity 1 – more than 7 working days after the conduct	

Note: the header row "Success Indicator" column below "DPCR Level" appears as a merged cell.

	Rating Scale				Rating Scale				
	DPCR Level				IPCR Level				
	Success Indicator	QN	QL	E	T	Success Indicator	QN	QL	E	T
									of the activity	
Procurement Coordinators (PPMP)						Prepare and submit proposed Division PPMP to the Procurement Unit five (5) working days before the internal deadline and accepted after 4-5 revisions		5 – Documents approved after none – 1 revision 4 – Documents approved after 2-3 revisions 3 - Documents approved after 4-5 revisions 2 - Documents approved after 6-7 revisions 1 - Documents approved after	5 – more than 7 working days before the set deadline 4 – 1-7 working days before the set deadline 3 – on the set deadline 2 – 1-3 working	

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	Rating Scale				Rating Scale				
	DPCR Level				IPCR Level				
	Success Indicator	**QN**	**QL**	**E**	**T**	**Success Indicator**	**QN**	**QL**	**E**	**T**
								more than 7 revisions	days after the set deadline 1 – more than 7 working days after the set deadline	
Procurement Coordinators (Liquidation)						Procurement-related documents submitted to the Procurement Unit within three (3) working days after the conduct of the activity and accepted after 4-5 revisions		5 – Documents approved after none – 1 revision 4 – Documents approved after 2-3 revisions 3 - Documents approved after 4-5 revisions 2 - Documents approved after 6-7 revisions 1 - Documents approved after	5 – more than 7 working days before the set deadline 4 – 1-7 working days before the set deadline 3 – on the set deadline 2 – 1-3 working	

	Rating Scale				**Rating Scale**				
	DPCR Level				**IPCR Level**				
	Success Indicator	**QN**	**QL**	**E**	**T**	**Success Indicator**	**QN**	**QL**	**E**	**T**
								more than 7 revisions	days after the set deadline 1 – more than 7 working days after the set deadline	
Procurement Coordinators (Pre-activity)						Procurement-related documents submitted 48 calendar days before the conduct of the activity and accepted after 4-5 revisions		5 – Documents approved after none – 1 revision 4 – Documents approved after 2-3 revisions 3 - Documents approved after 4-5 revisions 2 - Documents approved after 6-7 revisions 1 - Documents approved after	5 – more than 7 working days before the set deadline 4 – 1-7 working days before the set deadline 3 – on the set deadline 2 – 1-3 working	

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	Rating Scale				**Rating Scale**				
	DPCR Level				**IPCR Level**				
	Success Indicator	**QN**	**QL**	**E**	**T**	**Success Indicator**	**QN**	**QL**	**E**	**T**
								more than 7 revisions	days after the set deadline 1 – more than 7 working days after the set deadline	
Budget Utilization Report						Budget Utilization Report System updated three (3) working hours after receipt of reference documents.			1 - beyond five (5) working hours after receipt of reference documents 2 - four (4) working hours after receipt of reference documents 3 - three (3) working	

| | **Rating Scale** | | | | **Rating Scale** | | | | |
| | **DPCR Level** | | | | **IPCR Level** | | | | |
	Success Indicator	**QN**	**QL**	**E**	**T**	**Success Indicator**	**QN**	**QL**	**E**	**T**
									hours after receipt of reference documents 4 - two (2) working hours after receipt of reference documents 5 - one (1) working hour after receipt of reference documents	
Accomplishment Data Online Inventory System						Accomplishment Data Online Inventory System updated 3 working days after the end of the month			1 - beyond five (5) working days after the end of the month 2 - four (4) working days after the end of the month	

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	Rating Scale				Rating Scale				
	DPCR Level				IPCR Level				
	Success Indicator	QN	QL	E	T	Success Indicator	QN	QL	E	T
									3 - three (3) working days after the end of the month 4 - two (2) working days after the end of the month 5 - one (1) working day after the end of the month	
Work and financial plan						Work and financial plan submitted on the set deadline and accepted after 4-5 revisions		5 – Documents approved after none – 1 revision 4 – Documents approved after 2-3 revisions 3 - Documents approved after 4-5 revisions	1 - submitted beyond one (1) working day after the set deadline 2 - submitted one (1)	

	Rating Scale				Rating Scale				
	DPCR Level				IPCR Level				
	Success Indicator	QN	QL	E	T	Success Indicator	QN	QL	E	T
								2 - Documents approved after 6-7 revisions 1 - Documents approved after more than 7 revisions	working day after the set deadline 3 - submitted on the set deadline 4 - submitted one (1) day before the set deadline 5 - submitted two (2) working days before the set deadline	