

PHILIPPINE RETIREMENT AUTHORITY  
**2018 PRIORITY PROGRAMS ALIGNED WITH ONE (1) OF THE FIVE (5) KEY RESULT AREAS**

| KEY RESULT AREA                                 | PROGRAMS/PROJECTS                             | DESCRIPTION   | OBJECTIVES  | STATUS  | BENEFICIARIES   |
|---|---|---|---|---|---|
| Rapid, Inclusive, and Sustained Economic Growth | Transition to ISO 9001:2015 QMS Standard      | For the enhancement of the quality policies and procedures of PRA, and in compliance with Executive Order No. 605, series of 2007 (E.O. No. 605, s. 2007), titled <i>Institutionalizing the Structure, Mechanisms and Standards to Implement the Government Quality Management Program ISO Certification thru establishment of Quality Management System (QMS)</i> , PRA undergoes a transition phase from ISO 9001:2008 to ISO 9001:2015 as this is also one of the conditions for Good Governance.                            | <ol style="list-style-type: none"> <li>1. To create a more efficient and effective operation;</li> <li>2. To improve the quality of service and make delivery on time;</li> <li>3. To develop a culture of quality and continuous improvement within the members of the organization;</li> <li>4. To reduce costs due to inefficiency, re-work, and delay hence reduces wastes; and</li> <li>5. To increase customer satisfaction and retention.</li> </ol> | Third-Party Certification Audit is scheduled on October or November 2018. | PRA and all its stakeholders  |
|   | Retiree Expenditure Measurement System (REMS) | <p>The Philippine Retirement Authority (PRA) strives to help improve the country's socio-economic development, a mandate it fulfills as bestowed by Executive Order 1037.</p> <p>Currently, PRA can readily determine its contribution to the country's foreign exchange simply by the Special Resident Retiree's Visa (SRRV) deposits made by foreign retirees upon enrollment.</p> <p>However, the economic impact after enrolling them to SRRV program remains vague and needs to be assessed. To that end, PRA, through</p> | <ol style="list-style-type: none"> <li>1. To determine the income and expenditure pattern of retiree-members;</li> <li>2. To determine the retiree-members' demand for goods and services; and</li> <li>3. To estimate the socio-economic impact of PRA's retirement program in the country.</li> </ol>   | On-going data collection through survey questionnaires.                   | <p>PRA</p> <p>The Philippines</p> <p>Other government agencies and private entities</p> |

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|  |                                     | its REMS, continues to gather data through the conduct of a survey that will monitor and measure the actual expenditures of the retiree-members while they are staying in the country.  |  |  |                          |
|  | Customer Satisfaction Survey (CSS)  | <p>The conduct of a Customer Satisfaction Survey is a mandatory strategic measure in a GOCC's scorecard since 2016, which has been a constant target annually, as agreed by PRA and the Governance Commission for GOCCs (GCG).</p> <p>In 2018 and in the subsequent years, PRA will continue embarking on and outsourcing this project, making it a standard performance monitoring tool of the Authority.</p>  | <ol style="list-style-type: none"> <li>1. To measure the level of satisfaction on the services rendered to stakeholders;</li> <li>2. To determine what to improve on processes, products, and services; and</li> <li>3. To enhance the effective and successful strategies.</li> </ol> | On-going Procurement Process.                                    | PRA<br>Retirees          |
|  | Workplace Improvement Program (WIP) | <p>In the previous years, several audit activities relative to the agency's workplace improvement were conducted. The results of the activities indicate that work environment is one of the challenges that must be addressed in order to improve the employees' efficiency and productivity level.</p> <p>Based on the problems identified, PRA establishes the Workplace Improvement Program (WIP) to deal with the poor work condition of the agency.</p> | <ol style="list-style-type: none"> <li>1. To promote a culture of good housekeeping discipline between and among PRA employees; and</li> <li>2. To continuously support and improve the quality management system (QMS) of PRA.</li> </ol>   | Preparation of Training Plan for Workplace Inspectors' Workshop. | PRA and its stakeholders |

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|  | <p>Retiree's Information Management System (RIMS) and Financial Information Management System (FINMIS)</p> | <p>Over the years, PRA's various processes, including the SRRV application process, are done manually. With the development and revolution of technology, PRA finds it necessary to take advantage of the technology and automate certain processes to render fast, reliable, and accurate service in order to make the retirement program globally competitive, thus, the development of RIMS and FINMIS, which are interrelated systems as the data collected from both are maintained in transactional structured database and relevant data are presented online over a network for evaluation and verification purposes.</p> | <ol style="list-style-type: none"> <li>1. To generate accurate and timely reports that will improve quality management system (QMS); and</li> <li>2. To help achieve high customer satisfaction rating through expeditious processing of SRRV application.</li> </ol> | <p>On-going development of the systems for a fully operational and functional automated processing of SRRV application.</p> | <p>PRA and its stakeholders</p> |
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