REVENUE MEMORANDUM ORDER No. 20-98 issued March 4, 1998 prescribes the policies and procedures for monitoring and evaluating the performance of BIR offices vis-à-vis the eight (8) BIR Institutional Performance Measures (IPM). These IPMs are: (i) Tax Collected, (ii) Taxpayer Base Index, (iii) Customer Satisfaction Index, (iv) Process Vitality Index, (v) Tax Cost Index, (vi) Training Index, (vii) Employee Satisfaction Index and (viii) Information Quality Index. All Revenue District Officers (RDOs) and Division Chiefs are required to prepare their 1998 Performance Contract and 1998 Operational Plan based on the 1998 targets prescribed per IPM. In order to monitor the accomplishment of BIR offices, Performance Report per applicable IPM and Activity Report will also be prepared monthly. Evaluation of performance will be done through the preparation by the Assistant Commissioners of an Annual Performance Report per assigned IPM, which will be used as source document by the Planning Division in the computation of the Overall Grade of BIR offices.