REVENUE MEMORANDUM ORDER NO. 21-2010 issued on March 9, 2010 prescribes the policies and procedures relative to the BIR 2010 National Office Key Performance Indicators (KPIs), Accomplishment Reporting and Office Performance Evaluation from April 1, 2010 to December 31, 2010.

The Programs/Activities/Projects that have to be implemented by all BIR offices shall be aligned with the 2010 Strategy Map and the four (4) KPI categories. A Performance Contract per Office, which details the Priority Programs/Projects, Key Performance Indicators (KPIs), Program/Project Weights, KPI Weights and Targets, shall be signed by the Head of Office and noted by their respective Supervisor.

The Commissioner, Deputy Commissioners and Assistant Commissioners shall perform periodic checking and systematic documentation of the progress of the Performance Contracts of their supervised offices. Any issues/outstanding accomplishments shall be discussed by the concerned Deputy Commissioner during the regular Management Committee meetings.

An Annual National Office Performance Evaluation shall be prepared to determine the rating of an office, based on its target vis-a-vis actual performance. The Commissioner, Deputy Commissioners and Assistant Commissioners shall determine the KPI weights of the offices under their jurisdiction.