

SMALL BUSINESS CORPORATION
FY 2017 PERFORMANCE SCORECARD

		Component			2017		
	Objective/Measure	Formula	Weight	Target	Accomplishment	Rate	Weighted Score
SOCIAL IMPACT	SO 1: Improved Access to Finance by Unserved MSMEs						
	SM 1	Total Financing Portfolio	Year-end earning loan portfolio	15%	₱3.90 Billion	₱2.97 Billion	10%
	SM 2	Total Number of MSMEs Served	Absolute count	10%	2,400	2,133	89%
	SM 3	Partially-Secured Financing Ratio (not more than 50% secured)	Number of unsecured borrowers/Total number of borrowers - retail lending and equity financing	5%	75%-81%	92%	5%
	SM 4	First Time Borrowers Ratio	Number of first time borrowers/Total number of retail borrowers - retail lending and equity financing, ERF and P3 retail	5%	42%	75%	5%
	SO 2: Mainstreamed MSMEs - Finance thru the Banking Sector						
	SM 5	MSME Loan Portfolio of Banks Supported by SBCorp Credit Guarantee	Loans guaranteed within the year	5%	₱1.0 Billion	₱1.129 Billion	113%
	Sub-total			40%			33.9%
FINANCIAL	SO 3: Sustained Operating Income						
	SM 6	Operational Self-Sufficiency Ratio	Core Revenues / Total Expenses	10%	80%	94%	10%
	Sub-total			10%			10%
CUSTOMERS	SO 4: Customer Satisfaction						
	SM 7	Customer Satisfaction Survey	Number of respondents who gave a Satisfactory rating or higher/ Total number of respondents	10%	90% of respondents gave a rating of Satisfactory or higher	100% of respondents satisfied with the program of P3, with nine out of ten being definitely satisfied with the program	10%
	SM 8	Number of Capacity Building Participants	Absolute numbers	5%	300	334	111%
	Sub-total			15%			15%
Internal Process	SO 5: Improved Service Delivery						
	SM 9	Improve Processing Time for All Accounts in Credit Lending	Number of days from CI to issuance of notice of approval	10%	Average of 45 days	40.56 days	100%
	SO 6: Improved Resource Management thru Risk Management						
	SM 10	Risk Maintenance Rate	Number of risk-rated borrowers with Borrowers Risk Rating (BRR) Score 1 to 6/ Total number of risk-rated borrowers as of beginning of the year	15%	90%	100%	15%
	Sub-total			25%			25%
Learning and Growth	SO 7: Aligned Organization and Competence to Support Risk-based MSME Financing						
	SM 11	Competency Level	Number of positions assessed/ Total number of positions	5%	50% of Competency Areas with the Highest Gap Addressed	Competency areas with the highest gap addressed	5%
	SM 12	ISO Certification	Actual Accomplishment	5%	Maintenance ISO 9001:2008 Certification and Readiness for ISO 9001: 2015 Certification	Passed surveillance audit and conducted training on readiness training for ISO 9001:2015	5%
	Sub-total			10%			10%
	TOTAL			100%			93.9%