

SMALL BUSINESS CORPORATION

REPORT: PERFORMANCE SCORECARD (WITH P3 MOBILIZATION FUND LIMITED TO P50 MILLION)

PERIOD COVERED: 2019

COMPONENT				2019				
Objective/Measure	Formula	Weight	Rating System	Target	Accomplishment	Weighted Score		
SOCIAL IMPACT	SO 1 Improve the Access to Finance of Unserved MSMEs							
	SM 1	Increasing Total Financing Portfolio	Year-End Loan Portfolio (Gross Amount)	10%	P5.50 Billion and Above = 10% P4.40 Billion to P5.49 Billion = 5% P3.30 Billion to P4.39 Billion = 2.5% Less Than P3.30 Billion = 0%	P5.5 Billion	P5.85 Billion	10.00
	SM 2	Increase Number of Micro and Small Enterprise Borrowers	Absolute Number of New Borrowers	10%	(Actual/Target) x Weight	40,000	58,900	10.00
	SM 3	Spread Distribution of Financing Portfolios Nationwide	Absolute Number	5%	(Actual/Target) x Weight	75 Provinces with Minimum Loan Portfolio of P20 Million Per Province	70	4.67
	<i>Sub-total</i>			25%				24.67
FINANCE	SO 2 Guarantee Profitability and Sustainability							
	SM 4	Improve Net Operating Income	Operating Income - Operating Expenses	10%	(Actual/Target) x Weight Less Than P15 Million = 0%	P20.85 Million	P20.86 Million	10.00
	SM 5	Improve Return on Assets	(Net Income/Total Assets) x 100	10%	(Actual/Target) x Weight	0.51%	0.26%	5.10
	SM 6	Improved Past Due Rate	Value of Past Due Loan Accounts / Total Financing Portfolio	10%	1 - [(Actual- Target / Target) x Weight] 0% if 22% and higher	16.40%	14.11%	10.00
	<i>Sub-total</i>			30%				25.10
STAKEHOLDERS	SO 3 Ensure Customer Satisfaction							
	SM 7	Percentage of Satisfied Customers	Number of Stakeholders who gave a Rating of at least Satisfactory / Total Number of Respondent	5%	(Actual/Target) x Weight If Less Than 80% = 0%	90%	97%	5.00
<i>Sub-total</i>			5%				5.00	
INTERNAL PROCESS	SO 4 Improve Service Delivery							
	SM 8	Increase Number of Local Conduits Per Province	Absolute Number	5%	(Actual/Target) x Weight	81 Provinces and 4 districts of Manila with at least 3 local conduits each	79	4.65
	SM 9	Improve Percentage of Loans Processed Within Prescribed Time	Number of Loan Applications Processed Within Applicable Turnaround Time/Total Number of Applications	5%	(Actual/Target) x Weight	100% of Applications Processed within Prescribed Turnaround Time	60.97%	3.05
	SM 10	Increase Number of Capacity Building Participants	Absolute Number (Cumulative Count)	5%	(Actual/Target) x Weight Less Than 83 = 0%	114 New Capacity Building Participants	116 (additional 92 participants under Customized Training Programs)	5.00
	SM 11	Attain ISO 9001:2015 Certification	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certification	Maintainance of ISO 9001:2015 Certification Secured	5.00
<i>Sub-total</i>			20%				17.70	

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SO 5	Enhance the Competencies of the SBC Workforce						
SM 12	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or Nothing	Improvement in the Competency baseline of the organization	Improvement in the Corporate Competency Score from .8355 to .9979	5.00
SO 6	Provide Automated Systems and Procedures						
SM 13	Automate Existing Systems and Processes	Actual Accomplishment	5%	All or Nothing	Implementation of the following: • Loan Origination System • Loan Disbursement System • Loan Collection System • Business Performance Indicator Profile • Procurement Management System • Account Management System	Completed and implemented	5.00
Sub-total			10%				10.00
TOTAL			90%				82.46 of 90% or 91.62%

LEARNING & GROWTH

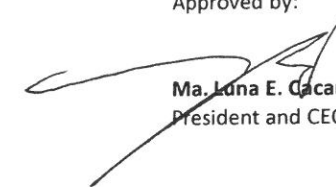
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