

SMALL BUSINESS CORPORATION
 REPORT: PERFORMANCE SCORECARD
 PERIOD COVERED: 1st quarter 2019 Accomplishment

		COMPONENT			2019 Target	2019 Accomplishment (1st Quarter)
Objective/Measure	Formula	Weight	Rating System			
SOCIAL IMPACT						
SO 1	Improve the Access to Finance of Unbanked MSMEs					
SM 1	Increasing Total Financing Portfolio	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	P4.4 Billion	
SM 2	Increase Number of Micro and Small Enterprise Borrowers	10%	(Actual/Target) x Weight	40,000	16,398	
SM 3	Spread Distribution of Financing Portfolios Nationwide	5%	(Actual/Target) x Weight	75 Provinces with Minimum Loan Portfolio of P20 Million Per Province	59	
FINANCE						
SO 2	Guarantee Profitability and Sustainability	25%				
SM 4	Improve Net Operating Income	10%	(Actual/Target) x Weight Less Than P15 Million = 0%	P20.85 Million	PhiP12.14 Million	
SM 5	Improve Return on Assets	10%	(Actual/Target) x Weight	0.51%	0.16%	
SM 6	Improve Collection Effectiveness Index	10%	All or nothing	Break-even	29.59%	
SM 7	Improved Past Due Rate	10%	1 - [(Actual - Target) / Target] x Weight 0% if 22% and higher	20%	17.90%	
STAKEHOLDERS						
SO 3	Ensure Customer Satisfaction	40%				
SM 8	Percentage of Satisfied Customers	5%	(Actual/Target) x Weight If Less Than 80% = 0%	90%	IN PROGRESS	
INTERNAL PROCESS						
SO 4	Improve Service Delivery	5%				
SM 9	Increase Number of Local Conduits Per Province	5%	(Actual/Target) x Weight	B1 Provinces and 4 districts of Manila with at least 3 local conduits each	74	
SM 10	Improve Percentage of Loans Processed Within Prescribed Time	5%	(Actual/Target) x Weight	100% of Applications Processed within Prescribed Turnaround Time	53.79%	
SM 11	Increase Number of Capacity Building Participants	5%	(Actual/Target) x Weight Less Than 83 = 0%	114 New Capacity Building Participants		
SM 12	Attain ISO 9001:2015 Certification	5%	All or Nothing	Maintain ISO 9001:2015 Certification	IN PROGRESS	
Sub-total		20%				

Madalimon

LEARNING & GROWTH						
SO 5	Enhance the Competencies of the SBC Workforce					
SM 13	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	5%	All or Nothing	Improvement in the Competency baseline of the organization	SB Corp Management approved the Learning and Development Plan formulated to address the results of the baseline competency assessment.
SM 14	Automate Existing Systems and Processes	Actual Accomplishment	5%	All or Nothing	Implementation of the following: <ul style="list-style-type: none"> • Loan Origination System • Loan Disbursement System • Loan Collection System • Business Performance Indicator Profile • Procurement Management System • Account Management System 	For the Loan Origination System, completed the 1) Pre-Production Technical Testing, and b) End-User Training in all area offices c) Pilot testing (ongoing since March 2019)
Sub-total			10%			
TOTAL			100%			

Prepared by:


Wally Don Calderon
Manager, Planning Department

Approved by:


Ms. Luna Escobar
President and CEO