



30 OCTOBER 2019

MA. LUNA E. CACANANDO

President and CEO

SMALL BUSINESS CORPORATION (SBC)

17th and 18th Floor, 139 Corporate Center, 139 Valero St.
Salcedo Village Makati City, 1227

ACKNOWLEDGEMENT RECEIPT

LETTER 30 OCTOBER 2019

DATE:

RE: SUBMISSION OF SBC'S THIRD QUARTER 2019 PERFORMANCE
BASED ON THE GCG-APPROVED PERFORMANCE SCORECARD

The said document was officially received by the Governance Commission on 30 October 2019 and has been forwarded to the responsible GCG Officer for appropriate action.

To follow-up for further action on the document, you may contact us through telephone numbers (02) 328-2030 or (02) 318-1000. Please cite the GCG Document Management System (DMS) Barcode Number: 0-0452-30-10-2019-018027.

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Received by:

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Date and Time



October 30, 2019

MR. SAMUEL G. DAGPIN

Chairman

MICHAEL P. CLORIBEL

Commissioner

MARITES C. DORAL

Commissioner

Governance Commission for GOCCs

3/F Citibank Center, 8741 Paseo de Roxas

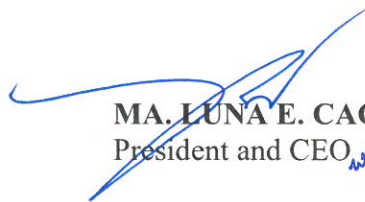
Makati City

Dear **Chairman Dagpin, Comm. Cloribel and Comm. Doral:**

The Small Business Corporation (SBCorp) is respectfully submitting its **Third Quarter 2019** performance based on the GCG-approved performance scorecard.

We hope we have provided the required information and documents.

Very truly yours,


MA. LUNA E. CACANANDO
President and CEO

Small Business Corporation is an Attached Agency of the Department of Trade and Industry

📍 17th & 18th Floor, 139 Corporate Center, 139 Valero St., Salcedo Village Makati City, 1227 Philippines

☎ (63 2) 7751 1888 ✉ sbcorporation@sbgfc.org.ph 🌐 www.sbgfc.org.ph

SMALL BUSINESS CORPORATION
 REPORT: PERFORMANCE SCORECARD
 PERIOD COVERED: 3rd quarter 2019 Accomplishment

		COMPONENT			2019 Target	2019 Accomplishment	
Objective/Measure		Formula	Weight	Rating System		3rd Quarter	
SOCIAL IMPACT	SO1	Improve the Access to Finance of Unserved MSMEs					
	SM 1	Increase 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	P4.65 Billion
	SM 2	Increase Number of Micro and Small Enterprise Borrowers	Absolute Number of New Borrowers	10%	(Actual/Target) x Weight	40,000	37,106
	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	68
	<i>Sub-total</i>			25%			
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	P18.03 Million
	SM 5	Improve Return on Assets	(Net Income/Total Assets) x 100	10%	(Actual/Target) x Weight	0.51%	0.41%
	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	16.4%	17.01%
	<i>Sub-total</i>			30%			
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%
	<i>Sub-total</i>			5%			
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	77
	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	50.81%
	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	98 Risk-Based for RBs - 16 AO Certification - 18 MFI Good Governance - 64
	SM 11	Attain ISO 9001:2015 Certification	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certification	Maintenance of Certification; Completed First Follow-up Audit of TUV Rheinland on 23 September 2019
<i>Sub-total</i>			20%				

COMPONENT					2019 Target	2019 Accomplishment
Objective/Measure	Formula	Weight	Rating System	3rd Quarter		
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	<p>Aligned with the SBCorp Competency Enhancement Program, the following training with corresponding participants were completed:</p> <ul style="list-style-type: none"> Controlling & Monitoring, Developing Others & Decision Making (Module 2) - 20 Department Heads and OICs Analytical Thinking - 154 out of 155 employees Analytical Thinking Exercises - 154 Enterprise Models - 21 Comprehensive taxation - 24 Training for Driver - 8 <p>A total of 10 employees were sent to external trainings to address various competency gaps</p>
SO 6	Provide Automated Systems and Procedures					
SM 13	Automate Existing Systems and Processes	Actual Accomplishment	5%	All or Nothing	<p>Implementation of the following:</p> <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 	<ul style="list-style-type: none"> Loan Origination System as part of the P3 CDP Strategy- For pilot testing with CDPs in October 2019
						<ul style="list-style-type: none"> Loan Disbursement System - Automotated support modules for the distribution and monitoring of LBP cash cards developed and tested
						<ul style="list-style-type: none"> Loan Collection System -New policies/guidelines on application of payment approved by management; enhancement of existing Oracle-based modules to be undertaken by October 2019
						<ul style="list-style-type: none"> Business Performance Indicator Profile - Completed quality assurance testing of new parameters in determining unique P3 borrowers; started development of new version of data model for business analytics
						<ul style="list-style-type: none"> Procurement Management System - System Acceptance Certificate for PMS Version 1.0 has been issued by Admin Services Unit in August 2019
						<ul style="list-style-type: none"> Account Management System - Phase 1 (Design of the AMS) of the project has been completed on September 7, 2019; output submitted to and approved by ManCom. Phase 2 (software development) has been awarded to third party service provider and to start by October 2019
	Sub-total		10%			
	TOTAL		90%			

LEARNING & GROWTH


Prepared by:


 Jesse S. Pejington
 Planning Officer

Recommended by:


 Waly Don Calderon
 Manager, Planning Department

Approved by:


 Ma. Luna E. Lacañando
 President and CEO