

**SMALL BUSINESS CORPORATION (SB Corp)**  
**Validation Result of the 2023 Performance Scorecard**

Component					SB Corp Submission		GCG Validation		Supporting Documents	GCG Remarks		
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating				
STAKEHOLDERS	SO 1	Increased allocation and accelerated delivery of financing resources to underserved MSME segments										
	SM 1	Increase Total Financing Portfolio	Year-End Gross Amount of Portfolio	15%	(Actual / Target) x Weight	₱15.56 Billion	₱15.66 Billion	15%	₱15.66 Billion	15%	<ol style="list-style-type: none"> <li>1. Breakdown of SB Corp Accomplishment;</li> <li>2. Unaudited Subsidiary ledger for P3 and Corporate Fund;</li> <li>3. COA-Annual Audit Report (AAR)</li> <li>4. Screenshots of the system generated report for Financing Portfolio</li> </ol>	Exceeded target.
	SM 2	Increase the Number of Micro, Small, and Medium Enterprise (MSME) Borrowers	Number of Active MSME Borrowers (with Loan Release) during the Year relative to Prior Year	10%	(Actual / Target) x Weight	Additional 51,327	Additional 73,845	10%	Additional 55,806	10%	<ol style="list-style-type: none"> <li>1. Breakdown of SB Corp Accomplishment;</li> <li>2. Screenshot of Dashboard for Loan Releases to MSMEs;</li> <li>3. Samples of Promissory Notes;</li> <li>4. Procedure in Generating List of New Borrowers;</li> <li>5. Excel Database of New and Existing Borrowers;</li> </ol>	Exceeded target.

## Validation Result of the 2023 Performance Scorecard (Annex A)

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SM 3	Number of Provinces Provided with Access to Financing	Number of Provinces with Loan Release during the Year	15%	(Actual / Target) x Weight	85 Provinces	85 Provinces	15%	85 Provinces <sup>1</sup>	15%	1. Screenshot of Dashboard for Loan Releases to MSMEs; 2. Screenshot of Proof of Release; 3. Samples of Promissory Notes; 4. Excel Database.	Target met.	
<b>Sub-total</b>			<b>40%</b>			<b>40%</b>		<b>40%</b>				
<b>SO 2:</b>	<b>Good governance and cost-efficiency in the management of stakeholders' investments, attaining sustainable and exponential growth of financial returns</b>											
FINANCE	SM 4a	Increase Net Operating Income	Operating Revenue – Operating Expenses	2.5%	(Actual / Target) x Weight	₱ 12.13 Million	₱ 280.58 Million	2.50%	₱ 192.10 Million	2.50%	1. COA-Annual Audit Report (AAR) 2. Accounting line items in Net Income; 3. Detailed 2023 Corporate Operating Budget; 4. Narrative on the financial impact of the implementation of PFRS 9.	Exceeded target.
	SM 4b	Improve Return on Equity	Adjusted profit (loss) after tax <sup>2</sup> / Average Equity	2.5%	{1- [(Actual – Target)/ Target]} x Weight	(1.44%)	6%	2.50%	1.52%	2.50%	1. SB Corp ROE Computation; 2. COA-Annual Audit Report (AAR)	Exceeded target.

<sup>1</sup> Including the four (4) districts of the National Capital Region (NCR)

<sup>2</sup> Where adjusted profit (loss) after tax is profit (loss) after tax as shown in the statement of comprehensive income excluding: (a) subsidy income, (b) expenses subsidized as allowed by law, (c) credit cost or loan loss provisioning.

Validation Result of the 2023 Performance Scorecard (Annex A)

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SM 5	Improve Past Due Rate	Per BSP Definition	5%	$\{1 - [(Actual - Target) / Target]\} \times Weight$	30%	25.68%	5%	25.62%	5%	1. COA-Annual Audit Report (AAR); 2. Screenshot of Past Due Report 2023; 3. Past Due Accounts Dashboard; 4. Raw Data of the Past Due Report.	Exceeded target.
SM 6	Efficient Utilization of Corporate Budget										
SM 6a	Obligations Budget Utilization Rate (BUR)	Total Obligations / DBM-approved Corporate Operating Budget (both net of PS Cost)	5%	$(Actual / Target) \times Weight$	90%	121%	5%	100%	5%	1. DBM-approved COB; 2. COA-Annual Audit Report (AAR); 3. SAAObDB; 4. Board Resolution No. 2024-02-3559; 5. Letter to DBM requesting for Supplemental Budget for 2023; 6. Letter Reply from DBM re SB Corp's request for Supplemental Budget	Exceeded target.

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Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
SM 6b	Disbursement BUR	Total Disbursement / Total Obligations	2.5%	(Actual / Target) x Weight	90%	100%	2.50%	99.95%	2.50%	1. DBM-approved COB; 2. COA-Annual Audit Report (AAR); 3. SAAObDB; 4. Board Resolution No. 2024-02-3559; 5. Letter to DBM requesting for Supplemental Budget for 2023;	Exceeded target.
		Total Disbursement / DBM-approved Corporate Operating Budget for subsidy (both net of PS Cost)	2.5%	(Actual / Target) x Weight	90%	100%	2.50%	100%	2.50%		6. Letter Reply from DBM re SB Corp's request for Supplemental Budget
	<b>Sub-total</b>			<b>20%</b>				<b>20%</b>		<b>20%</b>	
<b>SO 3</b>	<b>Excellent customer experience of our clients throughout their transactions journey with us (our direct borrowers, our conduits, and our partners)</b>										
CUSTOMERS	SM 7	Percentage of Satisfied Customers	10%	(Actual / Target) x Weight  0% = less than 80%	90%	96.83%	10%	96.26%	10%	1. Client Satisfaction Measurement Survey with responses; 2. Letter to ARTA; 3. Client Satisfaction Measurement Report; 4. ARTA Acknowledgement Receipt;	Exceeded target.

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Component						SB Corp Submission		GCG Validation		Supporting Documents	GCG Remarks
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SM 8	Improve Turn Around Time (TAT) in the Processing of Loan Applications	Number of Applications Processed within Applicable Turnaround Time <sup>3</sup> / Total Number of Applications	5%	(Actual / Target) x Weight	100% of Applications Processed within Prescribed Turnaround Time	82.86%	4.14%	Unverifiable	0%	1. 2023 TAT Database; 2. 2023 TAT Database with indicative Stop-Time; 3. Screenshot of TAT Master list; 4. PowerBI generated report; 5. 2023 Citizen's Charter (1 <sup>st</sup> Ed.); 6. Excluded Dates in TAT Computation; 7. 30 Samples of loan forms and supporting documents.	Target not met.  The GCG cannot verify the veracity of the submitted database as SB Corp failed to provide the proper supporting documents for randomly selected samples.
<b>Sub-total</b>		<b>15%</b>				<b>14.14%</b>			<b>10%</b>		
<b>SO 4</b>	<b>Technology-driven organizational systems that support analytics-based decision-making, innovation, and information security</b>										
SM 9	Automate Existing Systems and Processes	Actual Accomplishment	10%	(Actual / Target) x Weight	100% Attainment of 2023 Deliverables (based on DICT-Approved ISSP 2022-2024)	11 out of 11 deliverables accomplished	10%	3 out of 11 deliverables accomplished	2.73%	1. IT User Support Manual; 2. Open Project User Manual; 3. Application of Payment System Sign-Off Form; 4. User Manual;	Target not met.  No submitted documents to validate the following systems: 1. Account Management System

<sup>3</sup> The applicable time for the processing of loans should be consistent and in compliance with Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Validation Result of the 2023 Performance Scorecard (Annex A)

Component						SB Corp Submission		GCG Validation		Supporting Documents	GCG Remarks
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										5. Excerpt - Minutes 29th Board IT Governance Committee Meeting (21 February 2024); 6. ManCom Resolution via Routing 2024-0105-020; 7. Oracle Modules Adjustments and Enhancements; 8. ManCom Resolution via Routing 2023-1124-126; 9. DICT-Approved ISSP 2022-2024; 10. Board-Approved ISSP 2025-2027; 11. Systems Screenshot.	2. Account Generation System 3. User Management System 4. Application for Payment System 5. Product Management System  The submitted documents of the following systems were not sufficient to warrant as a system development:  1. Loan Account Status and Classification System 2. Human Resource Management System 3. Digital Records Management System – the dates of the test screenshots were not indicated.

Validation Result of the 2023 Performance Scorecard (Annex A)

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Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
SM 10	Attain ISO 9001:2015 Certification	Actual Accomplishment	10%	(Actual / Target) x Weight	Maintain ISO 9001:2015 certification for the entire organization	4 out of 4 deliverables accomplished	10%	Maintain ISO 9001:2015 certification for the entire organization	10%	1. E-mail re Non-Issuance of Certificate ISO 1900:2015; 2. Existing certificate; 3. 2 <sup>nd</sup> Surveillance Final Audit Report.	Target met.	
<b>Subtotal</b>			<b>20%</b>				<b>20%</b>		<b>12.73%</b>			
<b>SO 5 Established competencies and corporate culture of SB Corp workforce as growth drivers from SMEs</b>												
LEARNING AND GROWTH	SM 11	Improve Competency Baseline of the Organization	Competency Baseline in 2023 – Competency Baseline in 2022	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	1.2257 improvement	5%	0.47 improvement	5%	1. Competency Assessment Guide; 2. Sample Competency Assessment Forms (2022); 3. Sample Competency Assessment Forms (2023); 4. Competency Assessment Working Paper – Database.	Target met.
	<b>Sub-total</b>			<b>5%</b>				<b>5%</b>		<b>5%</b>		
	<b>Total</b>			<b>100%</b>				<b>99.14%</b>		<b>87.73%</b>		