

## SMALL BUSINESS CORPORATION (SBC)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
SOCIAL IMPACT	SO 1	To Cause Prosperity among MSME Segments Traditionally Considered Unfinanceable, thereby Increasing Economic Diversity and Inclusion							
	SM 1	Increase Total Financing Portfolio	Year-End Loan Portfolio (Gross Amount)	15%	(Actual/Target) x Weight If below ₱2.99 Billion = 0%	₱2.987 Billion	₱4.659 Billion	₱5.50 Billion	₱7 Billion
	SM 2	Increase Number of Micro and Small Enterprise Borrowers	Absolute Number of New Micro and Small Enterprise Borrowers	12.5%	(Actual / Target) x Weight	N/A	41,254	40,000	40,000
	SM 3	Spread Distribution of Financing Portfolios	Number of Small Island Economies (SIE) <sup>1</sup> with at least ₱10 Million Financing Portfolio	10%	(Actual / Target) x Weight	N/A	NA	N/A	Four (4) Small Island Economies with at least ₱10 Million Financing Portfolio
	SM 4	Percentage of Borrowers in Identified Business Segments with Increased Sales	Number of borrowers in SIEs with at least 10% Increase in Sales / Total Number of borrowers in SIEs	10%	(Actual / Target) x Weight	N/A	N/a	N/A	25%
		<b>Sub-total</b>		<b>47.5%</b>					
FINANCE	SO 2	Good Governance and Cost Efficiency in the Management of Stakeholders' Investment Observing Both Financial and Social Returns							
	SM 5	Improve Net Operating Income	Operating Income – Operating Expenses	15%	(Actual / Target) x Weight	₱13.04 Million	₱13.67 Million	₱20.85 Million	₱23.16 Million

<sup>1</sup> Small Island Economies as part of the unserved or underserved MSMEs refer to communities that are isolated or marginalized from the national economy due to their remoteness from large/traditional markets and high economic vulnerability and natural distresses. Island economies may include those in remote areas and are classified as 3rd, 4th, or 5th class municipalities.

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	SM 6	Improved Past Due Rate	Value of Past Due Loan Accounts / Total Financing Portfolio	10%	$1 - [(Actual - Target) / Target] \times Weight$	N/A	18.21%	16.40%	16.40%
		<b>Sub-total</b>		<b>25%</b>					
CUSTOMERS	SO 3	<b>Effectiveness and Efficiency of Delivery of Services to MSMEs Confirmed by Supported Enterprises and Partner Institutions</b>							
	SM 7	Percentage of Satisfied Customers	Number of Stakeholders who gave a Rating of at least Satisfactory / Total Number of Respondents	5%	$(Actual / Target) \times Weight$ If Less Than 80% = 0%	Customer Satisfaction Survey conducted for P3 Clients Only	95%	90%	90%
		<b>Sub-total</b>		<b>5%</b>					
INTERNAL PROCESS	SO 4	<b>Create an Organizational System that Supports Agile Innovation and Roll-Out</b>							
	SM 8	Improve Percentage of Loan Applications Processed within Prescribed Turnaround Time	Number of Applications Processed within Applicable Turnaround Time / Total Number of Applications	5%	$(Actual / Target) \times Weight$	N/A	49.22%	100% of Applications Processed Within Prescribed Turnaround Time	100% of Applications Processed within the Prescribed Turnaround Time <sup>2</sup>

<sup>2</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

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INTERNAL PROCESS	SM 9	Automate Existing Systems and Processes	Actual Accomplishment	7.5%	(Actual / Target) x Weight	N/A	ISSP submitted to the DICT for approval	Implementation of the Following Information Systems: <ul style="list-style-type: none"> <li>• Loan Origination System</li> <li>• Loan Disbursement System</li> <li>• Loan Collection System</li> <li>• Business Performance Indicator Profile</li> <li>• Procurement Management System</li> <li>Account Management System</li> </ul>	100% Attainment of 2020 Deliverables (based on DICT-Approved ISSP or ISSP as submitted to DICT)
	SM 10	Attain ISO 9001:2015 Certification	Actual Accomplishment	5%	Maintain ISO 9001:2015 Certification <b>or</b> ISO 9001:2015 Certification of at least One (1) Regional Lending Group = 2.50%;  Maintain ISO 9001:2015 Certification <b>and</b> ISO 9001:2015 Certification of at	Maintenance ISO 9001:2008	ISO 9001:2015 Certified	Maintain ISO 9001:2015 Certification	Maintain ISO 9001:2015 Certification of at least One (1) regional Lending Group

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				least One (1) Regional Lending Group = 5%					
		<b>Sub-total</b>	<b>17.5%</b>						
<b>LEARNING &amp; GROWTH</b>	<b>SO 5</b>	<b>Enhance the Competencies of SBCorp Workforce to Further Develop Existing and Come Up with New Financing Models for Neglected Segments</b>							
	SM 11	Percentage of Employees Meeting Required Competencies	Competency Baseline in 2020 – Competency Baseline in 2019	5%	All or Nothing	Identified Competency Areas with the Highest Gap Addressed	Competency Assessment of 100% of Employees was conducted by a Third-Party Competency Baseline of the Organization Re-established	Improvement in the Competency Baseline of the Organization	Improvement in the Competency Baseline of the Organization <sup>3</sup>
		<b>Sub-total</b>		<b>5%</b>					
		<b>TOTAL</b>		<b>100%</b>					

<sup>3</sup> Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A (\text{Actual Competency Level})}{\text{Required Competency Level}} \right]_a}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled