

SMALL BUSINESS CORPORATION (SB CORP)
Revalidation 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%	1. Breakdown of SB Corp Accomplishment; 2. Unaudited Subsidiary ledger for P3 and Corporate Fund; 3. COA-Annual Audit Report (AAR) 4. Screenshots of the system generated report for Financing Portfolio	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%	1. Breakdown of SB Corp Accomplishment 2. Screenshot of Dashboard for Loan Releases to MSMEs; 3. Samples of Promissory Notes; 4. Procedure for Generating List of New Borrowers; 5. Excel Database of New and	Exceeded target.

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FINANCE											Existing Borrowers;	
	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 ¹	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
	Sub-total			40%				40%		40%		
	SO 2:	Good governance and cost-efficiency in the management of stakeholders' investments, attaining sustainable and exponential growth of financial returns										
	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 ² / Average Equity	2.5%	{1- [(Actual – Target)/	(1.44%)	6%	2.50%	1.52%	2.50%	1. SB Corp ROE Computation;	Exceeded target	

¹ Including the four (4) districts of the National Capital Region (NCR).
² 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.

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					Target}} x Weight						2. COA-Annual Audit Report (AAR)	
	SM 5	Improve Past Due Rate	Per BSP Definition	5%	{1- [(Actual – Target)/ Target]} x 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) x 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
	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);	Exceeded target

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			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%	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
	Sub-total			20%				20%		20%		
CUSTOMERS	SO 3	Excellent customer experience of our clients throughout their transactions journey with us (our direct borrowers, our conduits, and our partners)										
	SM 7	Percentage of Satisfied Customers	Number of Stakeholders Who Gave a Rating of at least Satisfactory / Total Number of Respondents	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
	SM 8	Improve Turn Around Time (TAT) in the Processing of Loan Applications	Number of Applications Processed within Applicable Turnaround	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 Stop-Time;	The request for reconsideration is DENIED .

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		Time ³ / Total Number of Applications								3. Screenshot of TAT Master list; 4. PowerBI generated report; 5. 2023 Citizen's Charter (1 st Ed.); 6. Excluded Dates in TAT Computation; 7. 30 Samples of loan forms and supporting documents; 8. <u>2023 TAT Database with adjusted source code for wholesale loan application.</u>	The GCG is unable to objectively validate the database's integrity due to incomplete documentation in randomly selected samples. Further, revisions made to the TAT database during the revalidation led to inconsistencies that further casted doubt on the reliability of data.
Sub-total			15%				14.14%		10%		
SO 4	Technology-driven organizational systems that support analytics-based decision-making, innovation, and information security										
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%	<u>6 out of 11 deliverables accomplished</u>	<u>5.45%</u>	1. IT User Support Manual; 2. Open Project User Manual; 3. Application of Payment System Sign-Off Form; 4. Test Sign Off Forms;	The request for reconsideration is GRANTED WITH MODIFICATION. The following information systems have been duly supported by appropriate documentation and warrant as notable

³ 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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										5. <u>AGS ML Credit Scoring Sign-Off and User Manual</u> ; 6. <u>Corporate Dashboard User Manual</u> ; 7. <u>Test Screenshots</u> ; 8. <u>Online Portals Modifications and Enhancements</u> ; 9. <u>Excerpt - Minutes 29th Board IT Governance Committee Meeting (21 February 2024)</u> ; 10. <u>MAYA User Manual</u> ; 11. <u>ManCom Resolution via Routing 2024-0105-020</u> ; 12. <u>Oracle Modules Adjustments and Enhancements</u> ; 13. <u>ManCom Resolution via Routing 2023-1124-126</u> ; 14. <u>DICT-Approved ISSP 2022-2024</u> ; 15. <u>Board-Approved ISSP 2025-2027</u> ;	accomplishments for 2023: a. <u>Corporate Dashboard</u> ; b. <u>Change Control and IT Support System</u> ; c. <u>Financial Management and Accounting System</u> ; d. <u>Account Generation System</u> ; e. <u>Application of Payment System (APS)</u> ; and f. <u>Digital Records Management System</u> However, SB Corp FAILED to provide sufficient documentation to justify the inclusion of the following systems as 2023 accomplishments: a. <u>Account Management System</u> ; b. <u>User Management System</u> ; and

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											c. Product Management System Furthermore, the submitted documentation for the following systems FAILED to show meaningful progress in their development, and therefore, do NOT qualify as 2023 accomplishments: a. Loan Account Status and Classification System; and b. Human Resource Management System
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 nd Surveillance Final Audit Report.	Target met
Subtotal			20%				20%		15.45%		

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LEARNING AND GROWTH	SO 5	Established competencies and corporate culture of SB Corp workforce as growth drivers from SMEs										
	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
	Sub-total			5%				5%		5%		
	Total			100%				99.14%		90.45%		

Annex A Reviewed and Certified Correct by:


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