

SMALL BUSINESS CORPORATION (SBC)

	Component				Baseline Data			Target	
	Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019	
SOCIAL IMPACT	SO 1	Improve Access to Finance of Unserved MSMEs							
	SM 1	Increase Total Financing Portfolio	Year-End Loan Portfolio (Gross Amount)	10%	₱5.50 Billion and Above = 10% ₱4.40 Billion to ₱5.49 Billion = 5% ₱3.30 Billion to ₱4.39 Billion = 2.5% Less Than ₱3.30 Billion = 0%	₱2.55 Billion	₱2.987 Billion	₱4.6 Billion	₱5.50 Billion
	SM 2	Increase Number of Micro and Small Enterprise Borrowers	Absolute Number of New Borrowers	10%	(Actual / Target) x Weight	N/A	N/A	40,000	40,000
	SM 3	Spread Distribution of Financing Portfolios Nationwide	Absolute Number	5%	(Actual / Target) x Weight	N/A	N/A	75 Provinces with Minimum Loan Portfolio of ₱20 Million Per Province	75 Provinces with Minimum Loan Portfolio of ₱20 Million Per Province
		Sub-total		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 ₱15 Million = 0%	₱5.27 Million	₱15.45 Million	₱19.20 Million	₱20.85 Million
	SM 5	Improve Return on Assets	(Net Income / Total Assets) x 100	10%	(Actual / Target) x Weight	-0.02%	-	0.43%	0.51%

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	SM 6	Improve Collection Effectiveness Index	$\frac{[(\text{Beginning Receivables} + \text{Monthly Income} - \text{Ending Total Receivables}) / (\text{Beginning Receivables} + \text{Monthly Income} - \text{Ending Current Receivables})] \times 100}{}$	10%	All or Nothing	N/A	N/A	Breakeven	Breakeven
	SM 7	Improved Past Due Rate	Value of Past Due Loan Accounts / Total Financing Portfolio	10%	$1 - [(\text{Actual} - \text{Target} / \text{Target}) \times \text{Weight}]$ 0% = If 22% and higher	N/A	N/A	20%	16.40%
		Sub-total		40%					
CUSTOMERS	SO 3	Ensure Customer Satisfaction							
	SM 8	Percentage of Satisfied Customers	Number of Stakeholders who gave a Rating of at least Satisfactory / Total Number of Respondents	5%	$(\text{Actual} / \text{Target}) \times \text{Weight}$ If Less Than 80% = 0%	N/A	Customer Satisfaction Survey conducted for P3 Clients Only	90%	90%
		Sub-total		5%					
INTERNAL PROCESS	SO 4	Improve Service Delivery							
	SM 9	Increase Number of Local Conduits per Province	Absolute Number	5%	$(\text{Actual} / \text{Target}) \times \text{Weight}$	N/A	N/A	75 Provinces with At Least 3 Local Conduits	81 Provinces and 4 Districts of Manila with At Least 3 Local Conduits each

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	SM 10	Improve Percentage of Loans Processed Within Prescribed Turnaround Time	Number of Loans Applications Processed within Applicable Turnaround Time / Total Number of Applications	5%	(Actual / Target) x Weight	N/A	N/A	100% of Applications Processed Within Prescribed Turnaround Time	100% of Application Processed within the Prescribed Turnaround Time ¹
	SM 11	Increase Number of Capacity Building Participants	Absolute Number	5%	(Actual / Target) x Weight Less Than 83 = 0%	83	Report cannot be validated	300 (Cumulative count)	114 New Capacity Building Participants
	SM 12	Attain ISO 9001:2015 Certification	Actual Accomplishment	5%	All or Nothing	Surveillance Audit Passed	Maintenance ISO 9001:2008	ISO 9001:2015 Certification	Maintain ISO 9001:2015 Certification
	Sub-total			20%					
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	Baseline Completed	Identified Competency Areas with the Highest Gap Addressed	Competency Assessment of 100% of Employees conducted by a Third-Party Re-establish Competency	Improvement in the Competency baseline of the organization ²

¹ 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

² 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:

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

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

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						Baseline of the Organization		
SO 6	Provide Automated Systems and Procedures							
SM 14	Automate Existing Systems and Processes	Actual Accomplishment	5%	All or Nothing	N/A	N/A	Submission of ISSP to DICT for Approval	Implementation of the Following Information Systems: <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
	Sub-total		10%					
	TOTAL		100%					

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