



**19 OCTOBER 2021**

**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 **19 OCTOBER 2021**  
 DATE:

RE: **[E] LETTER FROM SBC TO GCG RE SUBMISSION OF  
 ITS 2021-SECOND QUARTER CORPORATE  
 PERFORMANCE SCORECARD**

The said document was officially received by the Governance Commission on 19 October 2021 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) 5328-2030 or (02) 5318-1000. Please cite the GCG Document Management System (DMS) Barcode Number: **0-0331-19-10-2021-016032**.

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Received by:

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Signature over Printed Name

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Date and Time

**PRIVACY NOTICE:** Any or all personal data you provided will only be used to process your transaction with the GCG and for other compatible purposes. All collected data will be kept secure and confidential, unless otherwise authorized by law. They will be disposed of as soon as the purpose for their use has been achieved. Only aggregate or anonymized data shall be subject to further processing. We respect your rights under the Data Privacy Act. Should you wish to invoke any such rights in relation to our processing of your personal data, or have questions or clarifications relative to privacy and data protection, you may contact the GCG – Data Privacy Team at [privacy@gcg.gov.ph](mailto:privacy@gcg.gov.ph). You may lodge your complaint or submit an incident report form in the same email address.



October 19, 2021

**GOVERNANCE COMMISSION**  
**For Government Owned and Controlled Corporations**  
3F Citibank Center  
8741 Paseo de Roxas, Makati City

**SAMUEL G. DAGPIN, JR.**  
Chairman

**MICHAEL P. CLORIBEL**  
Commissioner

**MARITES C. DORAL**  
Commissioner

Subject: **Submission of 2021 – Second Quarter Corporate Performance  
Scorecard Accomplishment Report**

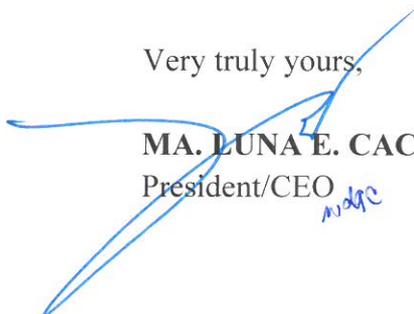
Dear **Chairman Dagpin, Commissioner Cloribel and Commissioner Doral,**

This is to respectfully provide the Governance Commission for GOCCs (GCG) the attached submission of Small Business Corporation of its 2021- Second Quarter Corporate Performance Scorecard.

We hope you find everything in order.

Thank you.

Very truly yours,



**MA. LUNA E. CACANANDO**  
President/CEO



**SMALL BUSINESS  
CORPORATION**

WHERE MSMEs GO TO GROW

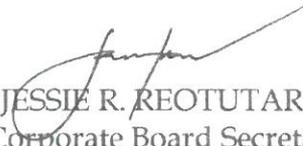
## CERTIFICATION

I, JESSIE R. REOTUTAR, acting in my capacity as Corporate Board Secretary of the Small Business Corporation, hereby certify that in the 341<sup>st</sup> Meeting of the Board of Directors of the Corporation held on 29 September 2021 via video conference where all the 8 incumbent members were present, the following reports/items which were included in the Agenda and presented during the meeting were noted by the Board:

1. GCG-Approved Corporate Scorecard of SBCorp for CY 2021; and
2. 2021 Second Quarter Accomplishments - Corporate Scorecard

This certification is issued for whatever legal purpose it may serve.

Makati City, 05 October 2021.

  
JESSIE R. REOTUTAR  
Corporate Board Secretary

RECEIVED  
OCT 05 2021

BY: \_\_\_\_\_  


Small Business Corporation

Performance Scorecard 2021  
as of 30 June 2021

		Component						
Strategic Component Objective (SO) / Strategic Measure (SM)		Formula	Weight	Rating System	2021 Target	Accomplishment Quarter 1	Accomplishment Quarter 2	
<b>SO 1</b>	<b>To Cause Prosperity among MSME Segments Traditionally Considered Unfinanceable, thereby Increasing Economic Diversity and Inclusion</b>							
SOCIAL IMPACT	SM 1	Increase Total Financing Portfolio	Year-End Gross Amount of Loan Portfolio	17.50%	(Actual/Target) x Weight If Less Than ₱4.66 Billion = 0%	P12.65 Billion	P8.03 billion	P8.54 billion
	SM 2	Increase Number of Micro and Small Enterprise Borrowers	Unique count	15.0%	(Actual/ Target) x Weight	58,000	27,791 1/	29,839 1/
	SM 3	Number of Provinces Provided with Access to Financing	Number of Provinces with Loan Releases during the year	15%	(Actual/ Target) x Weight Pro-rated	85 Provinces	84 Provinces	84 Provinces
<b>Sub-total</b>				<b>47.50%</b>				

Component								
Strategic Component Objective (SO) / Strategic Measure (SM)		Formula	Weight	Rating System	2021 Target	Accomplishment Quarter 1	Accomplishment Quarter 2	
<b>SO 2</b>		<b>Good Governance and Cost Efficiency in the Management of Stakeholders' Investment Observing Both Financial and Social Returns</b>						
FINANCE	SM 4	Improve Net Operating Income	Operating Income- Operating Expenses (excluding gains for sale of ROPA)	15%	(Actual/ Target) x Weight	P 30.0 million	P 57.71 million	P 49.90 million
	SM 5a	CARES Loan Portfolio Past Due Rate 2/	Value of Past Due CARES Accounts / Total CARES Financing Portfolio	5%	1- ([Actual/ Target] x Weight)	30.00%	System update for the determination of 2021 PDR is still for implementation	System update for the determination of 2021 PDR is still for implementation
	SM 5b	Past Due Rate of Aggregate of Other Loan Portfolios Outside CARES Program 2/	Value of Past Due Loan Accounts / Total Financing Portfolio (net of CARES portfolio)	5%	1- ([Actual/ Target] x Weight)	16.00%	System update for the determination of 2021 PDR is still for implementation	System update for the determination of 2021 PDR is still for implementation
<b>Sub-total</b>				<b>25%</b>				
<b>SO 3</b>		<b>Effectiveness and Efficiency of Delivery of Services to MSMEs Confirmed by Supported Enterprises and Partner Institutions</b>						
CUSTOMERS	SM 6	Percentage of Satisfied Customers	Number of Stakeholders who gave a rating of at least Satisfactory/ Total Number of Respondents	5%	(Actual/ Target) x Weight  If Less than 80% = 0%	90%	Preliminary work ongoing	Preliminary work ongoing
	<b>Sub-total</b>			<b>5%</b>				

Component							
Strategic Component Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2021 Target	Accomplishment Quarter 1	Accomplishment Quarter 2	
<b>SO 4</b>	<b>Create an Organizational System that Supports Agile Innovation and Roll-Out</b>						
INTERNAL PROCESS	SM 7	Improve Percentage of Loan Applications Processed within Prescribed Turnaround Time $\frac{\text{Number of Applications Processed within Applicable Turnaround Time}}{\text{Total Number of Applications}}$	5%	(Actual / Target) x Weight	100% of Applications Processed within Prescribed Turnaround Time	84.37%	83.10%
	SM 8	Automate Existing Systems and Processes	Actual Accomplishment	7.5%	(Actual / Target) x Weight	100% Attainment of 2021 Deliverables (Based on DICT-Approved ISSP 2021-2023)	Preliminary work ongoing Development and enhancement activities for committed systems are on-going
	SM 9	Attain ISO 9001:2015 Certification	Actual Accomplishment	5%	Maintain ISO 9001:2015 Certification <u>or</u> ISO 9001:2015 Certification of at least One (1) Regional Lending Group = 2.50%;  Maintain ISO 9001:2015 Certification <u>and</u> ISO 9001:2015 Certification of at least One (1) Regional Lending Group = 5%	Maintain ISO 9001:2015 Certification; ISO 9001:2015 Certification of at least One (1) regional Lending Group	Reconstitution of SBCorp QMS team completed  Preparatory works for internal and CB audit are underway
<b>Sub-total</b>			<b>17.5%</b>				

Component							
Strategic Component Objective (SO) / Strategic Measure (SM)		Formula	Weight	Rating System	2021 Target	Accomplishment Quarter 1	Accomplishment Quarter 2
<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>					
LEARNING & GROWTH	SM 10	Improve Competency Baseline of the Organization	Competency Baseline in 2021 – Competency Baseline in 2020 4/	5%	Pro-rated	Improvement in the competency baseline of the organization	Interventions based on the results of initial (pretest) competency assessment to to be implemented starting August
						Learning and Development Work Plan for 2021 already approved	
	<b>Sub-total</b>			5%			
	<b>TOTAL</b>			<b>100%</b>			

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Prepared by:

Noted by:

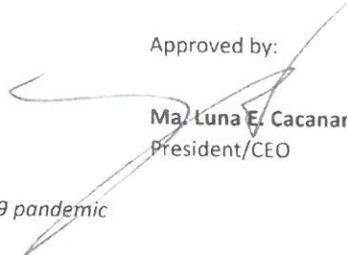
Recommending Approval:

Approved by:

  
**Jesse S. Pelington**  
 Chief Planning Specialist

  
**Wally Don G. Calderon**  
 Manager, Planning Department

  
**Angelito B. Acupan**  
 Head, Planning and Policy Management Group

  
**Ma. Luna E. Cacanando**  
 President/CEO

- 1/ Includes repeat borrowers under the Bayanihan CARES it being a recovery program for enterprises affected by COVID-19 pandemic
- 2/ Based on BSP definition
- 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.
- 4/ 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:

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

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