



**07 AUGUST 2023**

**ROBERT C. BASTILLO**

*President and CEO (PCEO)*

**SMALL BUSINESS CORPORATION (SBC)**

17 and 18th Flrs., 139 Corporate Center, 139 Valero St., Salcedo Village, Makati City

**ACKNOWLEDGEMENT RECEIPT**

LETTER **31 JULY 2023**  
 DATE:

RE: **[E] LETTER FROM SBCORP TO GCG SUBMITTING  
 ITS SECOND QUARTER 2023 PERFORMANCE  
 SCORECARD ACCOMPLISHMENT REPORT**

The said document was officially received by the Governance Commission on 07 August 2023 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: **0-0500-07-08-2023-017295.**

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Received by:

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Date and Time

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**“Upholding a Transparent and Responsive GOCC Sector for the Filipino People”**



31 July 2023

**JUSTICE ALEX L. QUIROZ (ret.)**  
Chairman

**ATTY. GIDEON D.V. MORTEL**  
Commissioner

**GERALDINE MARIE BERBERABE-MARTINEZ**  
Commissioner

**Governance Commission for GOCCs**  
3/F Citibank Center, 8741 Paseo de Roxas  
Makati City

**Subject: Second Quarter 2023 Performance Scorecard Accomplishment Report**

Dear **Chairman Quiroz, Comm. Mortel and Comm. Berberabe-Martinez:**

This is to respectfully submit SB Corporation's (SB Corporation) Second Quarter 2023 Performance Scorecard Accomplishment Report (please see attached matrix). We would like to note that the report is aligned with the Governance Commission for GOCCs (GCG)-approved 2023 Corporate Performance Scorecard of SB Corporation as provided by the Commission on 21 March 2023.

We hope the Commission finds our submission in order.

Very truly yours,

  
**ROBERT C. BASTILLO**  
President/CEO *rdgc*

*Small Business Corporation is an Attached Agency of the Department of Trade and Industry*

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Small Business Corporation

Component								
	Strategic Component Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2023 Target	Accomplishment (Q2 2023)	Variance Compared with Yearend Target	
SOCIAL IMPACT	<b>SO 1</b>	<b>Growth and Graduation/Transformation of MSMEs</b>						
	SM 1	Increase Total Financing Portfolio	Year-End Gross Amount of Portfolio	15%	(Actual/ Target) x Weight	P15.56 Billion	<b>P12.11 Billion</b>	-P3.45 Billion
	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	<b>Additional 21,507</b>	-29,820
	SM 3	Number of Provinces Provided with Access to Financing	Number of Provinces with Loan Releases during the year	15%	(Actual/ Target) x Weight	85 Provinces	<b>83 Provinces</b> (Provinces without releases: Sulu, Tawi-Tawi)	-2
	<b>Sub-total</b>			<b>40%</b>				
FINANCE	<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>						
	SM 4a	Increase Net Operating Income	Operating Revenue - Operating Expenses	2.5%	(Actual/ Target) x Weight	P12.13 Million	<b>P84.46 Million</b> (NOI before credit cost)	Php72.33 Million
	SM 4b	Improve Return on Equity	Adjusted profit (loss) after tax/Average Equity	2.5%	$\{1 - [(Actual - Target)/Target]\} \times Weight$	(1.44%)	<b>3%</b>	4.44%
	SM 5	Improve Past Due Rate	Per BSP Definition	5%	$\{1 - [(Actual-Target)/ Target]\} \times Weight$	30%	<b>32.62%</b>	-2.62%
	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%	<b>36%</b> (based on the total COB (SB and P3 subsidy)	-54%
	SM 6b	Disbursement BUR	Total Disbursement / Total Obligations (both net of PS cost)	2.5%	(Actual/ Target) x Weight	90%	<b>100%</b> (based on P3 subsidy)	10%
			Total Disbursement / /DBM-approved Corporate Operating Budget for subsidy (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	90%	<b>24%</b> (based on P3 subsidy)	-66%
<b>Sub-total</b>			<b>20%</b>					
CUSTOMERS	<b>SO 3</b>	<b>Excellent customer experience of our clients throughout their transactions journey with us (our direct borrowers, our conduits and our other partners)</b>						
	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%	-	-
	SM 8	Improve Turn Around Time (TAT) in the Processing of Loan Applications	Number of Applications Processed within Applicable Turn Around Time / Total Number of Applications	5%	(Actual / Target) x Weight	100% of Applications Processed within Prescribed Turnaround Time	<b>79.07%</b>	-20.93%
	<b>Sub-total</b>			<b>15%</b>				
INTERNAL PROCESS	<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)	-	-
	SM 10	Attain ISO 9001:2015 Certification	Actual Accomplishment	10%	(Actual / Target) x Weight	Maintain ISO 9001:2015 certification for the entire organization	<b>TUV released the Final Audit Report (19 July 2023) and 9001:2015 Certificate for the March 2023 Audit (21 July 2023) to SBCorp</b>	N/A

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Component								
	Strategic Component Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2023 Target	Accomplishment (Q2 2023)	Variance Compared with Yearend Target	
	<i>Sub-total</i>		20%					
	<b>SO 5</b>	<b><i>Established competencies and corporate culture of SBCorp workforce as growth drivers for MSMEs.</i></b>						
LEARNING & 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	<b>50% Completion Rate</b> <i>(Completed 3 out of 6 scheduled training programs)</i>	N/A
	<i>Sub-total</i>			5%				
	<b>TOTAL</b>			<b>100%</b>				

Prepared by:

  
**ALYANNA VICTORIA M. RIVERA**  
 Planning Department

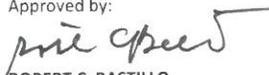
Noted by:

  
**WALLY DON G. CALDERON**  
 Planning Department

Recommended by:

  
**ANGELITO B. ACUPAN**  
 Head, Strategy, Policy, and Systems Sector

Approved by:

  
**ROBERT C. BASTILLO**  
 President/CEO