



29 FEBRUARY 2024

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 **27 FEBRUARY 2024**
 DATE:

RE: **[E] LETTER FROM SBCORP TO GCG SUBMITTING A
 COPY OF ITS FOURTH QUARTER CY 2023
 PERFORMANCE SCORECARD ACCOMPLISHMENT
 REPORT**

The said document was officially received by the Governance Commission on 29 February 2024 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: **0-0215-29-02-2024-004976**.

THIS RECEIPT IS COMPUTER GENERATED AND DOES NOT REQUIRE SIGNATURE.

Received by:

Signature over Printed Name

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. You may lodge your complaint or submit an incident report form in the same email address.



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27 February 2024

ATTY. MARIUS P. CORPUS
Chairman

ATTY. BRIAN KEITH F. HOSAKA
Commissioner

ATTY. GERALDINE MARIE BERBERABE-MARTINEZ
Commissioner

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


Subject: Fourth Quarter 2023 Performance Scorecard Accomplishment Report

Dear **Chairman Corpus, Comm. Hosaka, and Comm. Berberabe-Martinez:**

This is to respectfully submit SB Corporation's (SB Corporation) Fourth 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.

Further, we will be submitting an updated version of the report once the result of the Client Satisfaction Measurement (CSM) Survey is finalized.

Very truly yours,



ROBERT C. BASTILLO
President/CEO

Small Business Corporation

As of 27 February 2024

Component									
	Strategic Component Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2023 Target	Accomplishment (as of Q4 2023)	Rating (as of Q4 2023)	Remarks	
SOCIAL IMPACT	SO 1	Growth and Graduation/Transformation of MSMEs							
	SM 1	Increase Total Financing Portfolio	Year-End Gross Amount of Portfolio	15%	(Actual/ Target) x Weight	P15.56 Billion	P15.61 Billion	15.00%	Target Achieved
	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 72,972	10.00%	Target Surpassed
	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	85 Provinces	15.00%	Target Achieved
	Sub-total			40%				40.00%	
FINANCE	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	P12.13 Million	P280.58 Million (NOI before credit cost)	2.50%	Target Surpassed
	SM 4b	Improve Return on Equity	Adjusted profit (loss) after tax/Average Equity	2.5%	$\{1 - \frac{(\text{Actual} - \text{Target})}{\text{Target}}\} \times \text{Weight}$	(1.44%)	6%	2.50%	Target Surpassed
	SM 5	Improve Past Due Rate	Per BSP Definition	5%	$\{1 - \frac{(\text{Actual} - \text{Target})}{\text{Target}}\} \times \text{Weight}$	30%	25.68%	5.00%	Target Surpassed
	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%	121.00%	5.00%	Target Surpassed
	SM 6b	Disbursement BUR	Total Disbursement / Total Obligations (both net of PS cost)	2.5%	(Actual/ Target) x Weight	90%	100.00%	2.50%	Target Surpassed
			Total Disbursement / /DBM-approved Corporate Operating Budget for subsidy (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	90%	100.00%	2.50%	Target Surpassed
Sub-total			20%				20.00%		
CUSTOMERS	SO 3	Excellent customer experience of our clients throughout their transactions journey with us (our direct borrowers, our conduits and our other 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%	TBD	-	Conduct of CSM Ongoing
	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	82.86%	4.14%	
Sub-total			15%				4.14%		
	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	10.00%	Target Achieved

Small Business Corporation

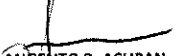
As of 27 February 2024

		Component							
	Strategic Component Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2023 Target	Accomplishment (as of Q4 2023)	Rating (as of Q4 2023)	Remarks	
INTERNAL PROCESS	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 1. ISO Training/Employee Familiarization 2. IQA Training 3. Internal Audit 4. External Audit (re-scheduled to Jan 2024 per certifying body)	10.00%	Target Achieved
	Sub-total			20%				20.00%	
	SO 5	Established competencies and corporate culture of SBCorp workforce as growth drivers for MSMEs.							
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	1.2257	5.00%	Target Achieved
	Sub-total			5%					
	TOTAL			100%				89.14% out of 90%	


Prepared by:


 ALYANNA VICTORIA M. RIVERA
 Planning Department

Noted and recommended by:


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

Approved by:


 ROBERT C. BASTILLO
 President/CEO