



# News Release

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## SBA Releases Agency Reform Report

*Data Indicate Agency Has Improved Operations, Employee Effectiveness*

**WASHINGTON** – The U.S. Small Business Administration today released “Responding to Small Business in America: The Record of Reform at SBA,” a detailed report on the agency’s efforts to reform its operations, reach underserved markets more effectively and provide better service to its customers and partners.

The report follows last week’s release of the 2008 Federal Human Capital Survey, which gave the U.S. Small Business Administration the highest improvement among agencies in two categories: Leadership and Knowledge Management, and Talent Management. The agency also had the second largest gain in Job Satisfaction, and the sixth largest gain for establishing a Results-Oriented Performance Culture.

“This report provides a detailed analysis of how government can improve service, efficiency and employee effectiveness in a manner that is both fiscally responsible to taxpayers and responsive to customers,” said SBA Acting Administrator Sandy K. Baruah. “I’m proud of SBA’s remarkable strides to become a more accountable, performance-driven organization, resulting in record-breaking loan volume, increased government contracting dollars to small business, and greater outreach to entrepreneurs in underserved markets. While there are still improvements to be made, the agency has come a long way as a result of hard work, strong leadership, and a commitment to serving small businesses.”

As chronicled in the report, in 2006 the agency experienced internal problems that raised questions about its effectiveness. Some felt the agency’s certification programs were bureaucratic and opaque. Following Hurricane Katrina, the agency was overwhelmed; processing for basic loan and guarantee transactions were not always within the standards of a professional organization. Additionally, when the agency was successful, it struggled to communicate its story. All of this, and more, highlighted the need for fundamental reform.

“While substantial progress has been made in virtually all aspects of SBA programs – and SBA personnel shall take justifiable pride in these accomplishments – more work remains to be done,” Baruah also said. “With the improvements to process, structure and efficiency implemented during the Bush Administration, the agency is well positioned to further improve the delivery of services to America’s small businesses during the new Administration.”

To read the report, go to:

[http://www.sba.gov/idc/groups/public/documents/sba\\_homepage/sba\\_record\\_reform-final.pdf](http://www.sba.gov/idc/groups/public/documents/sba_homepage/sba_record_reform-final.pdf)

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