

## HOW THE SBA ASSESSES PERFORMANCE

The SBA uses a standardized performance system designed to emphasize the interrelationship among the various offices and how the ultimate goal is the achievement of the mission of the Agency. Each of the components of the SBA's performance structure is defined below.

<b>Mission</b>	The mission of the SBA is established by the Small Business Act and it is the overarching principle that governs all actions of the Agency.
<b>Strategic Goals</b>	The SBA has four Strategic Goals, as described in the Strategic Plan. To fulfill its mission, the SBA has three programmatic Strategic Goals that broadly define what the Agency and its programs are trying to accomplish. A fourth Strategic Goal defines the responsibility of the Agency's executive leadership and support functions in helping to accomplish the programmatic goals.
<b>Long-Term Objectives</b>	Long-Term Objectives describe in general terms the results the SBA needs to achieve in order to meet its Strategic Goals, at the same time making the focus of the Agency more specific. They are worded to allow the measurement of contributions by more than one program.
<b>Outcomes</b>	There are two types of outcomes. For programs directly assisting small businesses, outcomes measure the effect of the outputs in comparison to a similar population of small business that have not received assistance from the SBA. For the rest of the programs, outcomes measure the direct effect of the outputs. More than one program may contribute to the achievement of an outcome.
<b>Intermediate Outcomes</b>	Intermediate outcomes are the quantifiable effects of the outputs. Only one program contributes to an intermediate outcome. Only programs that directly assist small businesses have intermediate outcomes.
<b>Outputs</b>	Outputs are the quantifiable targets that directly measure the results of a program. A program may have many outputs, but each output is associated with only one program.
<b>Efficiency Measures</b>	An efficiency measure is the cost to produce one output unit. This allows for cost comparison among programs. Every SBA program has at least one efficiency measure.