

## SOCIAL DIALOGUE SECTOR

### Better Work Technical Cooperation Programme

#### Knowledge management strategy

The ILO and the International Finance Corporation are developing, in partnership, a global technical cooperation programme, *Better Work*. The programme aims to improve labour practices and competitiveness in global supply chains.

There are two key elements of the *Better Work* knowledge management strategy. Firstly, a *global portal* which: disseminates global tools (including self-guided training material); gives access to global and country portals; provides for collaboration with partners (internal and external); and support country projects and staff development. All material for the global and country projects is placed within one repository. Access is designed to be user friendly. The portal and tools can be searched by industry, language and country.

Secondly, an *information management system (IMS)* tracks compliance with: (i) core international labour standards and national labour law; and (ii) improvements in productivity and quality performance (on an optional basis). The IMS allows enterprises to track corrective action plans, capacity building and remediation activities. The IMS is being developed to be used by enterprises, for self-assessment purposes; *Better Work* country projects, which conduct independent assessments; and public sector labour inspection services.

The IMS is a multi-lingual system used for collecting, storing and analysing data on labour standards and remediation actions. It supports a public reporting process. It contributes to knowledge management on the impact of policy and programme initiatives as part of the programme's broader monitoring and evaluation strategy. The system enhances transparency by providing easy access to certain information which can then be shared with constituents and relevant third parties, such as international buyers.

Essentially, the *Better Work* knowledge management strategy, with the support of the above two systems, seeks to translate experience into something tangible. Through providing not only an environment for collaboration, but also fostering a culture of exchange, the programme will be able to better identify lessons learned and define good practices

which can enhance further experience. The cycle of information, experience, exchange and back to information again creates better tools and information which will later feed into design and programming.