

## India Factsheet

### SCORE Programme Phase III

**Sustaining Competitive and Responsible Enterprises (SCORE)** is an ILO global programme that improves productivity and working conditions in small and medium enterprises (SMEs). The key intervention of the global programme is support for the implementation of SCORE Training, which combines practical classroom training with in-factory consulting.

Managers and employees are trained together with a focus on improving workplace cooperation and the programme ensures that both men and women participate. SCORE Training demonstrates best international practice in the manufacturing and service sectors and helps SMEs to participate in global supply chains.

SCORE Training focuses on developing cooperative working relations resulting in shared benefits. The ILO is assisting government agencies, training providers, industry associations and trade unions in emerging economies in Africa, Asia and Latin America to offer SCORE Training to enterprises. The ultimate outcome for the SCORE Programme is to have national institutions independently providing SCORE Training to SMEs to improve working conditions, productivity, and competitiveness.

SCORE Training is made up of 5 core modules, delivered through a combination of classroom training and in-factory consultancy and led by industry experts. The consultancy visits are a unique element of the training methodology that ensures that classroom learning is put into action in the workplace.



## SCORE INDIA

<b>Partners:</b>	Federation of Indian Chambers of Commerce and Industries (FICCI) and the Ministry of Micro, Small and Medium Enterprises (MoMSME)
<b>Donors:</b>	Government of Switzerland, State Secretariat for Economic Affairs (SECO) and Government of Norway, Norwegian Agency for Development Corporation (NORAD)
<b>Ultimate Beneficiaries:</b>	Workers and managers in Small and Medium Sized Enterprises (SMEs), including small exporters and subcontractors in industries with high job creation potential and significant decent work deficits. The targeted SMEs have approximately 20 – 300 employees
<b>Duration:</b>	SCORE India began in 2010. Phase III of the programme will run from November 2017 – June 2019
<b>Sectors:</b>	Training packages have been adapted to the light engineering, readymade garments and textiles sectors in India.

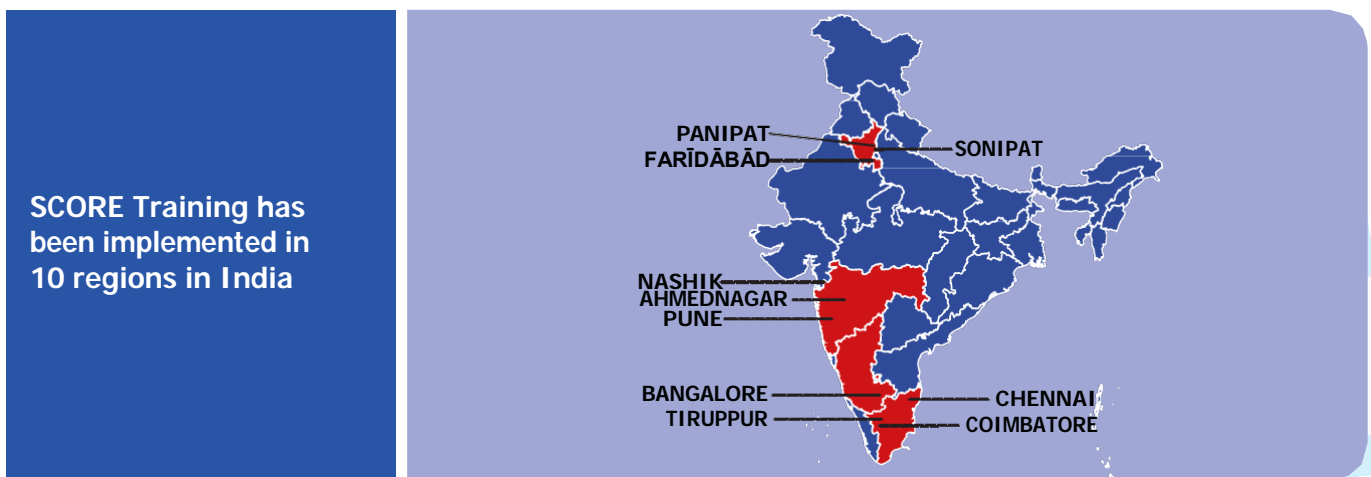
## About SCORE India

Over the two phases of the project, SCORE Training in India has raised awareness on productivity and working conditions together with the Stakeholders and Implementing Partners. In 2014, the ILO Country Office for India and the Federation of Indian Chambers of Commerce and Industries (FICCI), ILO's employer partner in India, entered into a partnership to institutionalize SCORE Training.

In addition, in 2014, The Ministry of Micro, Small and Medium Enterprises (MoMSME) and the ILO signed a five- year Memorandum of Understanding (MOU), in support of the Government of India's "Make in India" initiative; to create more and better quality employment in India. The MoMSME decided to embed SCORE Training in its Lean Manufacturing Competitiveness Scheme (LMCS) through a pilot roll-out in 10 Make in India clusters.

The cost recovery over Phase II averaged at 44% compared to 30% in Phase I, with the cost recovery in 2018 at 62%.

Over 100 SMEs have received SCORE Training so far.



### Before



Scattered boxes and raw materials on shopfloor posed a safety risk

Indosculp Furniture, Ahmednagar



Air Compressor with loose wires and without a cover posed a safety risk to employees

Matrix Tools and Components Ltd, Faridabad



Operating staff sitting on the floor while working endangered their health and caused low productivity

Micro Fine Bushings Ltd, Chennai

### After



Following 5S Training, the shopfloor is now organised and poses no safety risk



Air Compressor now has a cover and poses no safety risk to employees



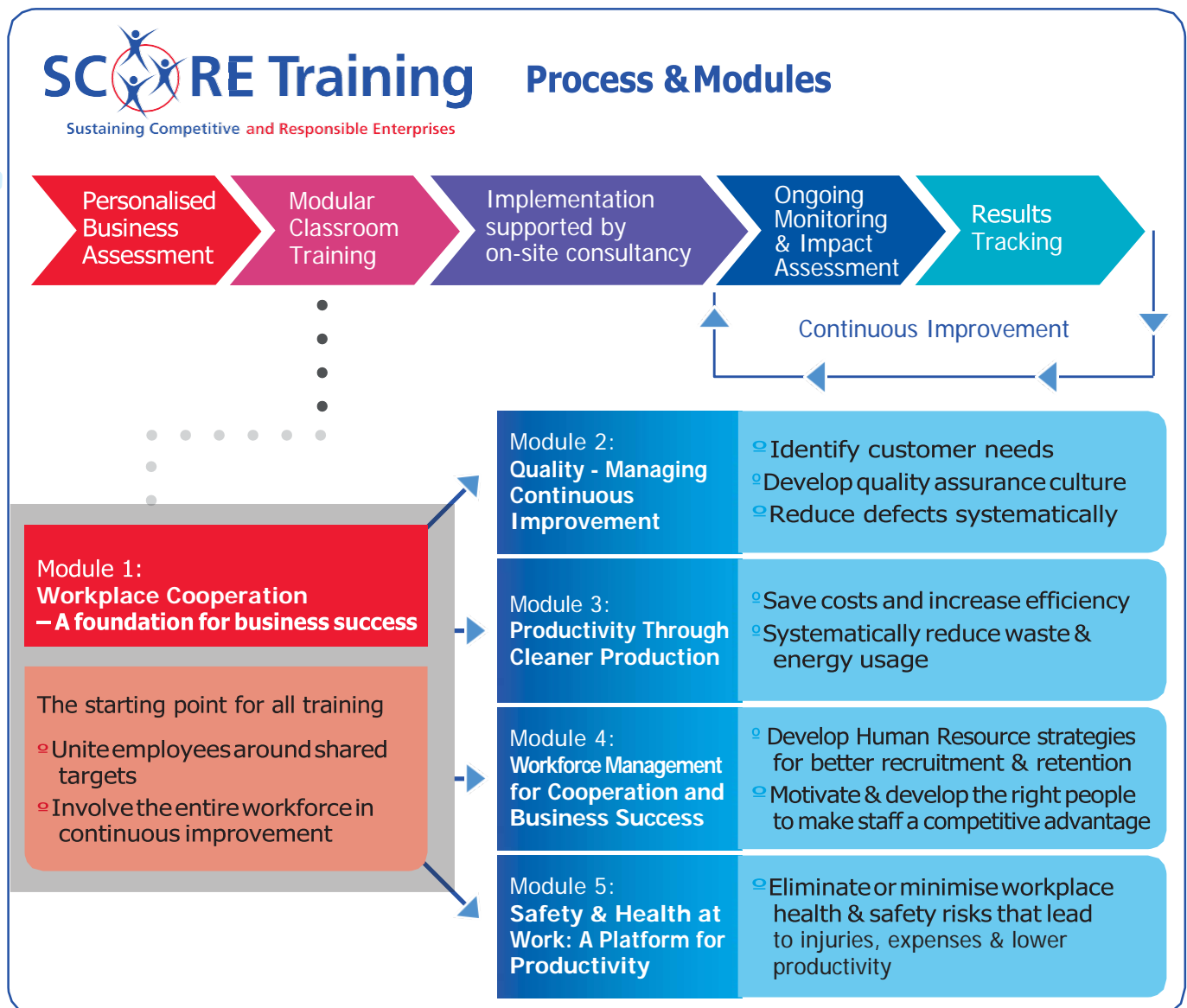
Tables are now provided to the operators, eliminating health risks and increasing their productivity at work



## Phase III (2017 – 2021: Global and 2017-2019: India)

SCORE Training will be rolled-out in 10 Lean Manufacturing Competitiveness Scheme (LMCS) clusters, covering approximately 100 - 120 MSMEs under the special name 'Lean Plus Make in India MSME Cluster Scheme' (Lean+MII). This scheme is a Government initiative to reduce waste in manufacturing and will be implemented in priority sectors identified under the Government of India's Make in India initiative.

Efforts will focus on institutionalization and sustainability of SCORE in the country.

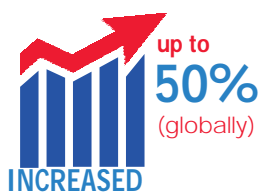


## SCORE Training Results in India

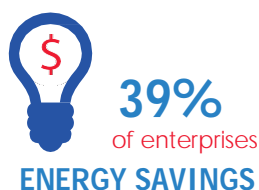
Since its inception in 2010, the SCORE Programme has achieved the following results in India\*

Over **100**

**ENTERPRISES**  
trained across **India**



**PRODUCTIVITY**



Skills built of  
over **1473**

**WORKERS AND  
MANAGERS**



**BETTER WORKPLACE**

**COOPERATION**



**FEWER DELAYS**



**REDUCED  
ABSENTEEISM**



**BETTER WORKING  
ENVIRONMENT**

More than **5,329**

**EMPLOYEES** have  
benefited from  
**enterprise improvements**



\* Results up to December 2018

**For more information on the SCORE Programme or SCORE Training contact:**

ILO Country Office for India  
delhi@ilo.org  
+ 91-11-47509200

