



SCORE - Sustaining Competitive and Responsible Enterprises

I. WHAT IS THE SCORE PROGRAMME?

The Sustaining Competitive and Responsible Enterprises (SCORE) programme supports SMEs to improve quality and productivity by building their capacity for good workplace practices.

II. OBJECTIVE

The objective of the programme is that SMEs become more sustainable through being cleaner, more productive and competitive and provide more sustainable and decent employment.



III. TARGET GROUP

Workers and managers in small and medium-sized enterprises (50 - 250 employees) in clusters with high employment creation potential as well as counterpart institutions that provide services to local enterprises. The SMEs are primarily at second or lower tier suppliers in both national and international supply chains and thus not on the “auditing radar” of global buyers.

IV. PROGRAMME COMPONENTS

The programme is based on two components:

1. A training and in-factory counselling programme with five modules:

- Workplace cooperation
- Quality management
- Productivity through cleaner production
- Workforce Management for Cooperation and Business Success
- Safety and Health at Work- A Platform for Productivity

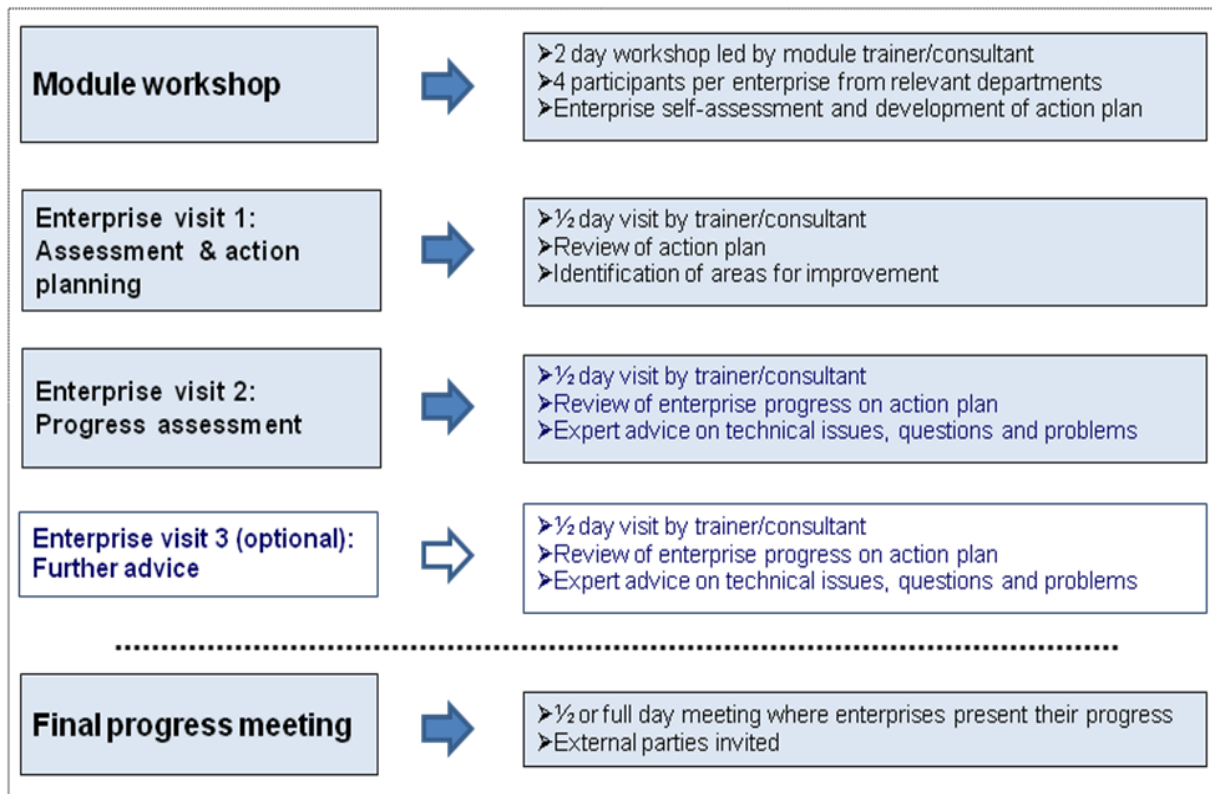
2. A social marketing strategy to disseminate good workplace practices to a wider audience

To support the implementation of the SCORE programme, a set of tools are available:

- Manuals for trainers and industry associations on programme implementation
- Research findings and case studies on good practices on integrated management approaches

V. INTERVENTION DESIGN

The programme typically involves groups of ten to fifteen enterprises for training and factory-level consulting / improvement programme. Short training sessions for each module are followed by factory visits and consulting in the specific needs of individual factories.



VI. EXPECTED OUTCOME OF THE INTERVENTION

At the enterprise level, participating workers and managers are trained in a systems approach linking quality, productivity and human resource development with adherence to the principles of the ILO Declaration and promotion of health and safety in workplaces. A wide range of actual changes take place in participating enterprises, leading to greater competitive position through improved quality and productivity, better relations between workers and managers, greater respect for workers rights and increased compliance with national labour laws.

At the institutional level, the counterpart institutions – typically employer’s organizations or organizations that provide enterprise-level services – are capacitated to offer similar services in the future.

VII. WHERE HAS IT BEEN IMPLEMENTED?

SCORE has been implemented in Viet Nam, India, Indonesia, South Africa, Ghana, Colombia and China.

VIII. CONTACT PERSONS

ILO HQ:
Michael Elkin
Elkinm@ilo.org