



Workers in the production area after the implementation of the 5s methodology

SCORE Bolivia

A case study from
Nutrition Maybo

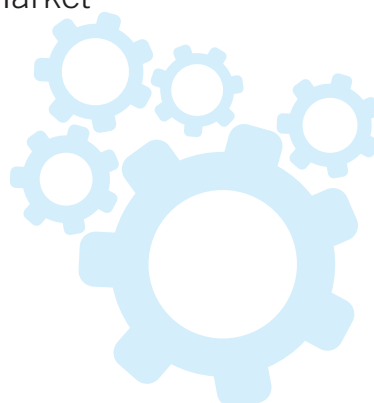
SCORE TRAINING LEADS TO A MORE PRODUCTIVE AND HAPPIER WORK PLACE

COMPANY PROFILE

SME:	Nutritions Maybo SRL
Location:	La Paz, Bolivia
Staff:	19 (90% women)
Established:	2013
Product:	Natural Nutritional Supplements
Destination:	Internal and State Market

“SCORE Training has reinforced the notion that the worker is very important, and as long as they have a good working environment, their productivity will be better and our product quality will be guaranteed.”

Brigitte Maldonado,
General Manager



How did they do it?

Nutrimentos Maybo is a small company established in 2013 and located in the Bolivian city of La Paz. Although only 5 years old, it has already positioned itself as one of the most important companies nationwide in the field of organic and nutritional foods.

In order to bolster their efforts toward a positive and sustainable work climate, Nutrimentos Maybo began SCORE Training in 2015, implementing modules on cooperation in the workplace, occupational safety and health, human talent and quality management. Consequently the company reported a significant reduction in the rate of absenteeism and accidents, as well as an increase in the number of suggestions given by workers.

Together, with workers and management the Enterprise Improvement Team (EIT) identified the following issues as the main opportunities for improvement:

- The need to create specific procedures and indicators for quality;
- A stronger HR policy;
- Increase occupational safety and health, starting with an OSH policy accompanied by training and preparation of action plans;
- Stronger inter-employee communication;
- 5s implementation throughout production areas.

The key to successful implementation was the high level of involvement from management, that in turn motivated workers to learn about the methodology and understand its application. The development of quality and safety policies in the workplace also allowed them to create a standardised process to ensure a better working environment, higher productivity and improved working conditions.

The key results in data

A review of all SCORE Training materials including 5s methodology was carried out with all workers, which led to greater involvement and participation.

Now, cleaning and inventory days are held weekly and thanks to SCORE Training, the NB 324 Certification for Good Manufacturing Practices for the Food Industry was achieved.

The enriched team environment also paved way for a 100% reduction in staff absenteeism rate.

A culture change that supports growth

During the implementation of SCORE Training, the company developed an HR and management policy which includes recruitment, induction and training processes. To compliment this, a motivation strategy was developed, which encourages workers to express opinions and share their ideas for improvement.

Production times significantly reduced, as a result of the greater sense of community in the workplace and the effective application of 5s – for a more sophisticated organizational system.

In order to improve occupational health and safety, managers were trained in how to direct staff during emergency situations requiring evacuation. As a compliment, all staff were given training on how to act quickly and follow the evacuation plans outlined in Module 5.



Magazine article about Nutrimentos Maybo after application of module 4 of SCORE Training with an emphasis on good management of its human resources.

“We are a team and at work we all support each other. Being part of the group for me has been beneficial both personally and professionally”,
Franco Vela, Supervisor

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