

SCORE Albania Factsheet

ILO SCORE Results in Albania
(pilot phase)

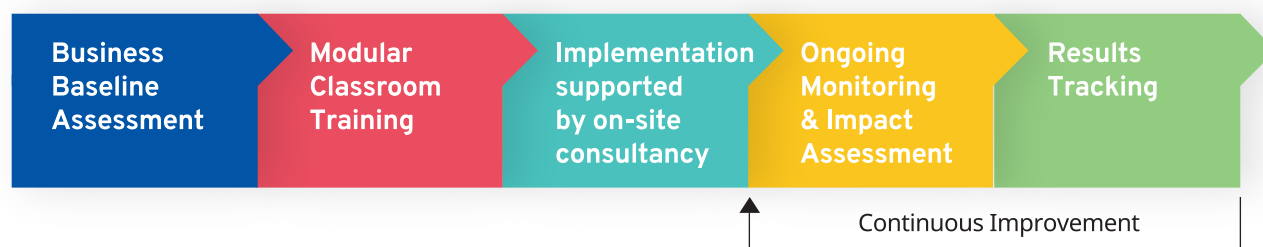
► SCORE Programme

Aligning with UN Sustainable Development Goals 5, 8, 9 and 12, the ILO's Sustaining Competitive and Responsible Enterprises (SCORE) Programme helps small and medium enterprises (SMEs) to increase productivity while simultaneously improving the quality of jobs through better working conditions. The key intervention of the programme is SCORE Training, which combines practical classroom training with in-factory consultations.

The SCORE Training modules cover Workplace Cooperation, Quality Improvement, Resource Efficiency, Workforce Management, Safety and Health at Work, Lean Manufacturing, Gender Equality, Responsible Business, Hospitality Coaching and Working Time.

The ILO plays a critical role in identifying and disseminating good practices, carrying out trainings, monitoring activities, performing quality control and providing technical advice on the implementation of the SCORE Programme.

► The SCORE Training process



► SCORE Programme in Albania

Donors:	Swedish Government
Pilot Sector:	The SCORE Programme was piloted between April 2022 and December 2023 in the TCLF sector
Geographical area:	The SCORE Programme was successfully implemented in the geographical areas of Tirana (3), Durres (1), Shkoder (7), Kukes (1), Elbasan(1), Librazhd(1), and Fier(1)

The SCORE Programme was piloted in Albania within the framework of the project "Business Partnerships and Solutions for SDGs" (BPS4SDGs), funded by the Swedish Government. A total of 38 SMEs received SCORE Training, consisting of advice in introducing or upgrading processes to improve the workflow, reducing energy consumption and materials waste, conducting systematic analyses of defect causes, expand the usage of Standard Operating Procedure (SOPs) as well as on the distribution of productivity gains to workers through better working conditions. Around 40 per cent of the trained SMEs successfully implemented the SCORE Basics improvement action plans, representing a total workforce of over 2,498 people that have benefitted from enterprise improvements.

Among the changes implemented, 60 per cent of the companies established or activated an Occupational safety and health committee, 53 per cent started analysing work-related risks by using proper risk assessments and 80 per cent performed a root cause analysis of accidents. In addition, based on findings that a close relationship exists between workers' satisfaction and productivity, three-quarters of enterprises invested in improving the workplace environment, compared to only 20 per cent before the training.

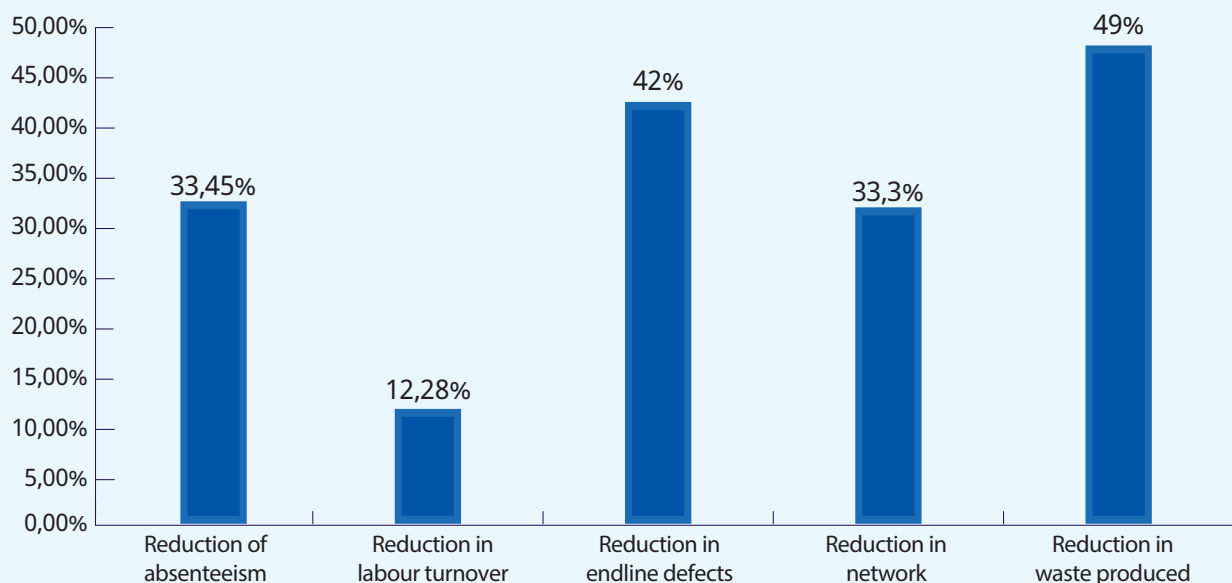
Another leap forward is the adoption of the “5S tool”, a five-step process that can improve the overall functioning of a business. The tool (5S: Sort; Systematic arrangement; Scrub; Standardize; Sustain) is now implemented in all trained enterprises, compared to none before training. As for quality control, there was an increase in collecting customer feedback, establishing quality policy, from 40 per cent before the training to 60 per cent after. Additionally, enterprises applying a Standard Operating Procedure (SOP) increased from 20 per cent to 73 per cent.

Around 80 per cent of trained SMEs report reduction in absenteeism as a result of the SCORE training and 67 per cent report reduction of labour turnover. 93 per cent of enterprises reported increase in productivity, while the average reduction in rework was 33,33 per cent for the trained enterprises. Energy consumption was reduced on average by 14,74 per cent and the amount of waste produced reduced on average by 49 per cent.

► SCORE Results in Albania



Average performance change (%) for SMEs that report improvements after SCORE Training



► Examples of improvements on the factory-floor

AN&GES

Before



Applying 5S and Visual Management, has contributed to reduction of searching time with 50%

After

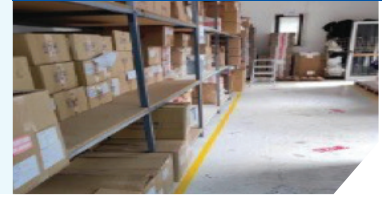


Before



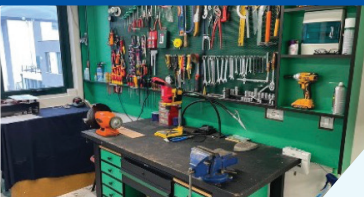
By adopting 5S the enterprise has procured extra shelves and a space of 5sqm was freed in the warehouse.

After

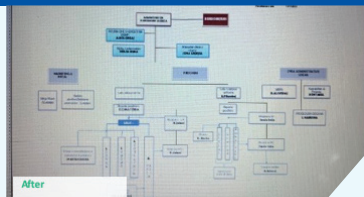


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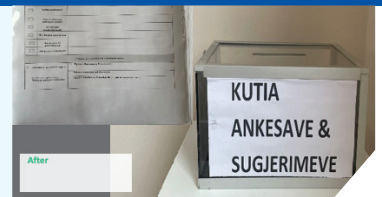
After



5S is implemented fully in mechanic room



Organigram is established



Complaints and suggestions

MIKO TEXTIL

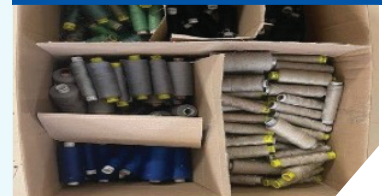
Before



Adopting 5S has decreased the raw material waste by 50%.



After



For more insights watch the video presenting the results of the SCORE pilot Programme in Albania: [ILO Sustaining Competitive and Responsible Enterprises \(SCORE\) Programme in Albania \(youtube.com\)](https://www.youtube.com/watch?v=...)

► What is next for SCORE in Albania

The Swedish Government will continue supporting a second phase of the “Business Partnerships and Solutions for SDGs” project, running until 2027. Going forward, the International Labour Organization (ILO) and the United Nations Industrial Development Organization (UNIDO) will combine tools from the Sustaining Competitive and Responsible Enterprises (SCORE) training and the Resource Efficient and Cleaner Production (RECP) methodology under the “Innovative solutions for efficient and sustainable TCLF enterprises” programme. Through needs analysis, in-factory consultations, business coaching, valuation of products and technology, and the delivery of specialized technical training, the programme improves productivity and working conditions in SMEs and helps them participate in global supply chains.

The vision for the sustainability of the “Innovative solutions for efficient and sustainable TCLF enterprises” programme is to empower local organizations and structures with the provision of training to build their capacities (potentially based on cost-recovery) from enterprises, lead buyers and public contributions, while ILO and UNIDO provide quality assurance and relevant business cases.

At the Government request and with additional financial support from the Donor, the ILO and UNIDO technical teams can expand their support to additional enterprises and target new sectors.