



International
Labour
Organization

▶ SCORE Programme Phase III



DONOR

Government of Switzerland, State Secretariat for Economic Affairs (SECO) and Government of Norway, Norwegian Agency for Development Corporation (NORAD)



DURATION

November 2017 - October 2021



COVERAGE

Indonesia



FOCUS

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 30 – 250 employees



BENEFICIARIES/
PARTNERS

The Ministry of Manpower (MoM), The Indonesian Employers' Association (APINDO), four trade unions and private Business Development Services (BDSs)



CONTACT

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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.

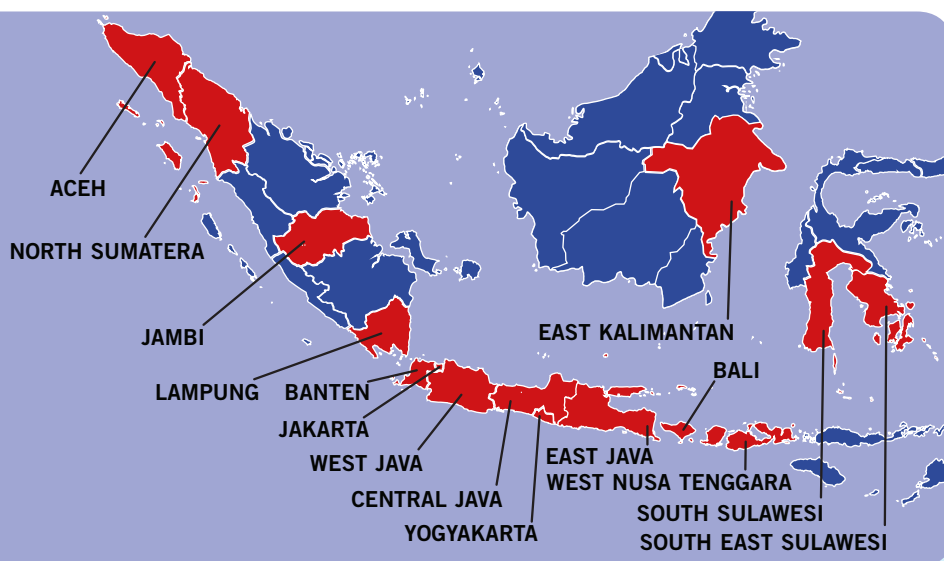
SCORE Training is made up of five core modules, delivered through a combination of classroom training and in-factory consultancy and led by industry experts. The consultancy visits are a unique element of the training methodology that ensures that classroom learning is put into action in the workplace.

► About SCORE Indonesia

Over the two phases of the project, SCORE Training in Indonesia has raised awareness on productivity and working conditions together with the Stakeholders and Implementing Partners. In 2013, the Ministry of Manpower (MoM) adopted SCORE Training content as part of the Basic Productivity Training curriculum for the new Productivity Instructors and in 2015, MoM allocated budget to deliver SCORE Training in 10 provinces. In addition to MoM, the SCORE Programme successfully engaged with different ministries, agencies and

companies to fund SCORE Training for SME's; resulting in 13 donors in Phase II giving financial support for SCORE Training. The cost recovery over phase II averages at 37% compared to only 11% in Phase I. In 2017 alone, the cost recovery was at 62%. As of September 2017, over 261 SMEs have received SCORE Training in Indonesia, representing a total workforce of over 30,300 people that have benefited from enterprise improvements. 233 Trainers have been trained in Indonesia, 39% of those are women.

SCORE Training has been implemented in 15 provinces in Indonesia



✓ Before

CV. KBT Bali Sarong, Bali



Disorganised workplace before 5S with no storage area in place

✓ After



Following 5S, employees have a decent work space with adequate lighting and a tidy storage area, enabling a more efficient working environment

CV Mubarakfood Cipta Delicia, Kudus, Central Java



The grating machine left the operator at risk of a cutting injury. Due to the care required when using, it was only possible to produce one bowl of grated coconut every 5 minutes



Reduced risk of injury by modifying the grating machine with a protective entrance. This simple change provides improved safety and has also doubled the production rate

PT. Sukasari, Semarang, Central Java



Chaotic and unsafe electrical wire installation in wash room

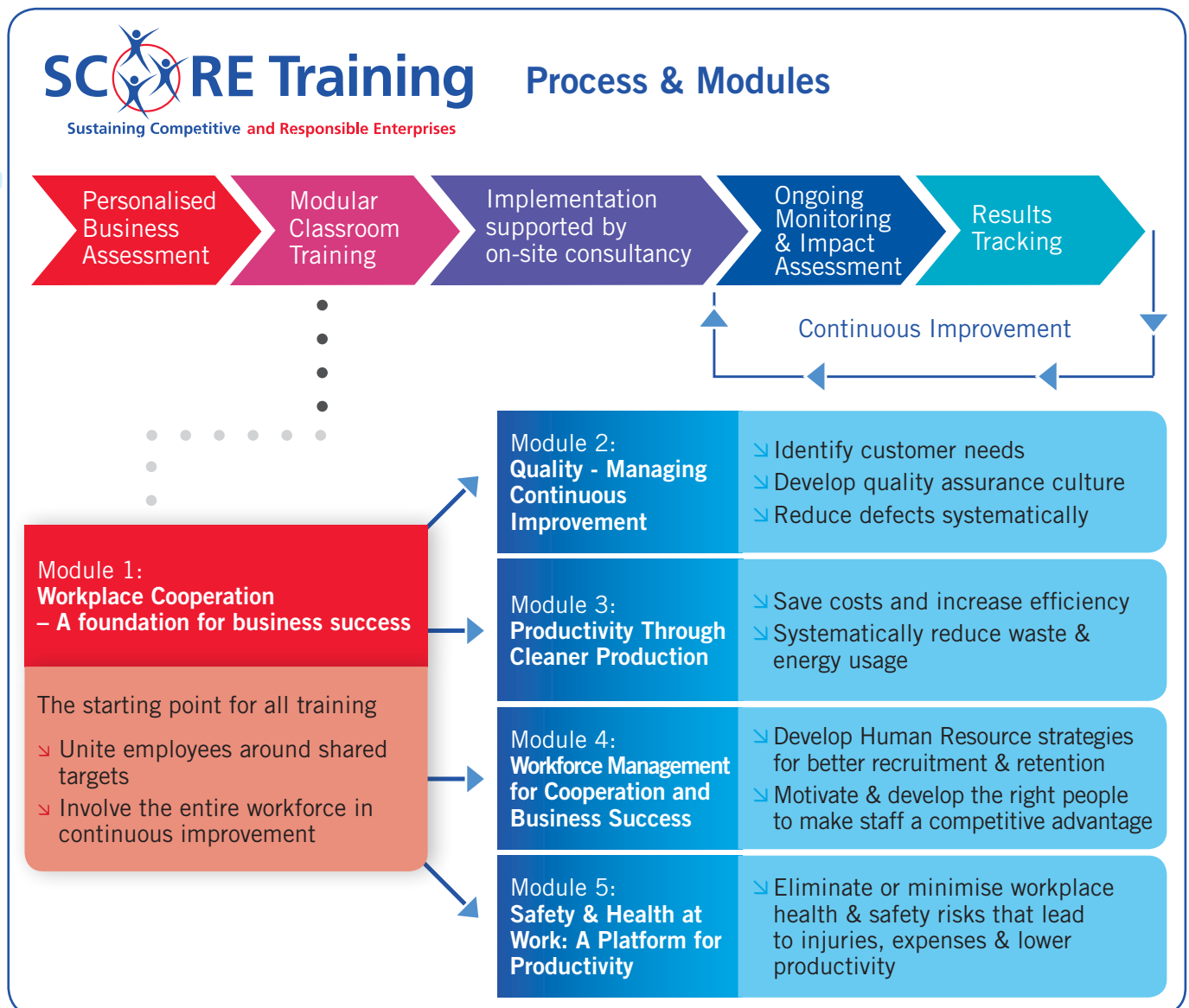


Now proper wiring has been installed resulting in a safe and neater space

► What's New in Phase III (2017 - 2021)

In Phase III (starting in November 2017) at least four private training providers will promote, sell and organize SCORE Trainings independently and obtain private and public sponsorships to do so. A National Productivity Database system will be established within the Ministry of Manpower (MoM), to track productivity measurement in different sectors and areas. SCORE Training is recognized as a driver of a national productivity movement, through awareness-raising and its institutionalization in various organizations (ministries, associations and private Business Development Services.)

SCORE Training collaborations will take place with at least 2 lead buyers / MNEs and with Better Work Indonesia. At least 50 more SMEs will participate in SCORE Training under direct supervision of the SCORE Programme and 10 case studies will be published. An additional 200 SMEs will be reached indirectly by partners who will be using SCORE Training independently from ILO. The number of SCORE trainers will also be expanded to 60 trainers, to create a pool of 30 certified trainers and the cost recovery at the end of phase III will be 100%.



► SCORE Training Results in Indonesia

Since its inception in 2010, the SCORE Programme has achieved the following results in Indonesia (as of December 2019)

Over **491**
ENTERPRISES
trained across in **Indonesia**

Skills built of
over **2,471** **WORKERS AND
MANAGERS**

More than **34,353**
EMPLOYEES have
benefited from
enterprise improvements

