

Viet Nam 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 in Phase II focused on the wood processing, wood furniture and garment sectors.

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.

SCORE VIET NAM

Partners:	Viet Nam Chamber of Commerce and Industry, HCM City branch; industry associations and local authorities
Donors:	Government of Switzerland, State Secretariat for Economic Affairs (SECO) and Government of Norway, Norwegian Agency for Development Corporation (Norad)
Ultimate Beneficiaries:	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 50 – 250 employees
Duration:	SCORE Viet Nam began in 2011. Phase III of the programme will run from November 2017 - October 2021
Sectors:	Training packages have been adapted to the manufacturing, furniture and garment sectors in Viet Nam

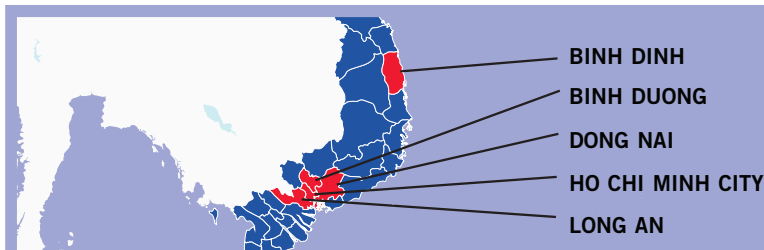
About SCORE Viet Nam

The SCORE Programme in Viet Nam began in 2011 and the Viet Nam Chamber of Commerce and Industry, Ho Chi Minh Branch (VCCI-HCMC) has been ILO's main implementing partner since then. They promote the training to relevant SMEs and funders (private and public), train trainers and maintain high quality delivery, with the active support of sectoral associations. VCCI-HCMC also plays an important role in raising awareness at the national and provincial level on the link between working conditions and productivity, the pivotal role of workplace cooperation and the importance of upgrading services for SMEs. These are all issues that are central to the SCORE programme.

Until 2015, almost all training was targeted towards enterprises in the wood and wood furniture sectors across Dong Nai, Binh Duong, Binh Dinh and HCMC areas, with Handicraft and Wood Industry Association (HAWA) and the Binh Duong Furniture Association (BIFA) doing direct outreach and delivery to enterprises. Since 2015, training has been open to new sectors where there is both demand and funding support available. It has since been delivered to garment sector SMEs (with Better Work Vietnam) and to enterprises from electronics supporting industries.

As of August 2017, over 124 SMEs have received SCORE Training in Viet Nam, representing a total workforce of over 67,000 people that have benefited from enterprise improvements. 74 Trainers have been trained in Viet Nam, 36% of those are women.

Provinces where SCORE Training has been implemented in Viet Nam



✓ Before

Hiep Long Co. Ltd.
Binh Duong



Disorganized workplace without an inventory system.

✓ After



Application of 5S has meant a better organised workplace and inventories are monitored effectively.

Ho Nai Co. Ltd.
Dong Nai

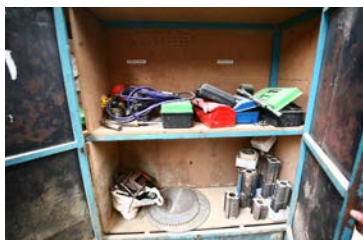


Untidy workstation before 5S with no system in place. Time wasted by staff members.



Workstation following 5S organisation. Systems in place that all users understand, minimising time lost by staff members.

Mifaco Co. Ltd
Binh Duong



Messy tool cabinet before 5S.



Clean and tidy tool cabinet after 5S. All users know the correct place to find and replace tools.

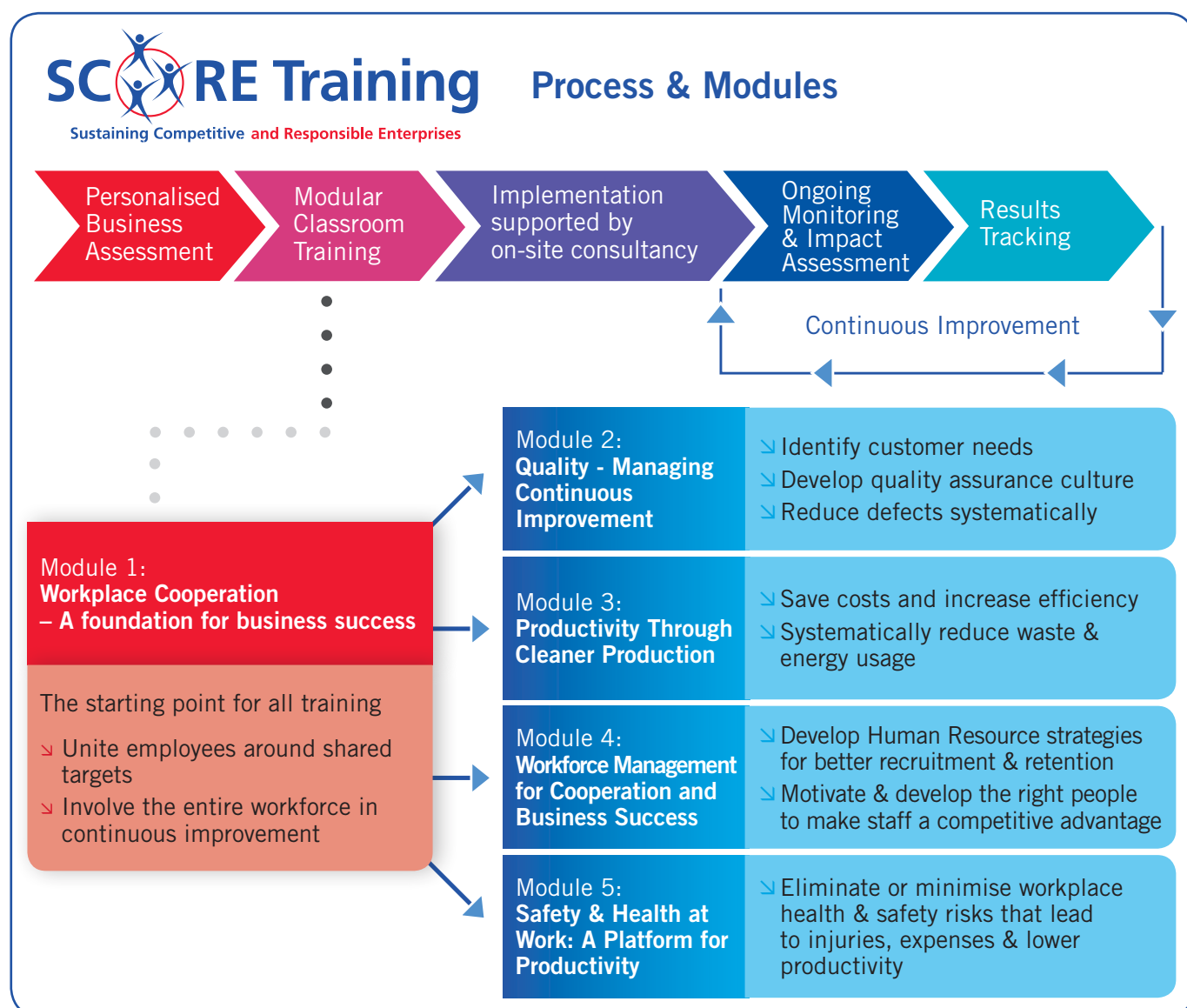


What's New in Phase III (2017 - 2021)

In Phase III (starting in November 2017) at least 120 additional enterprises across a range of sectors will be trained using SCORE Training and a further 300 SMEs will join events where best practices and evidence from SCORE Training are shared.

Simultaneously, a strong focus will be placed upon preparing the ground for SCORE Training to become the long term training tool of choice for state and private sector partners. To ensure technical sustainability, VCCI-HCMC and sectoral partners will gradually expand the pool of certified trainers to at least 20, to bring in experience from other sectors, attract more female trainers, and integrate them into VCCI-HCMC's broader trainer network. To increase financial viability, government-funded programmes and MNEs will be engaged to support SCORE Training for suppliers and supplement fees paid by enterprises. The leadership role of VCCI-HCMC will be extended to ensure collaboration between all partners for efficient training promotion, planning and oversight.

By the end of this phase, the combination of the strengthened trainer network, the fully tested and highly adapted training materials, and the in-depth experience partners have gained over the three phases will represent a resource that partners and SMEs will be able to benefit from for years to come.



SCORE Training Results in Viet Nam

Since its inception in 2010, the SCORE Programme has achieved the following results in Viet Nam*

Over **145**
ENTERPRISES
trained across in Viet Nam

Skills built of
over **1,200** **WORKERS AND
MANAGERS**

More than **75,000**
EMPLOYEES have
benefited from
enterprise improvements



* Results to October 2017

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

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