



Materials neatly stacked after SCORE Training

SCORE Indonesia

A case study from
PT. Sinar Surya Baja
Profilindo

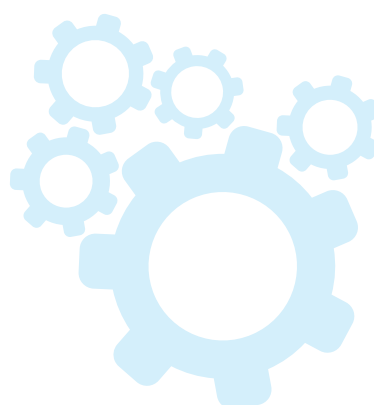
**OPEN FOR DISCUSSION: WORKERS AND
MANAGERS USE EFFECTIVE COMMUNICATION TO
SOLVE CRITICAL ISSUES**

COMPANY PROFILE

SME:	PT Sinar Surya Profilindo
Location:	Cikupa, Tangerang
Staff:	183 employees (10% female)
Established:	2007
Product:	Pipes, steel plates
Destination:	Domestic

“Since SCORE has been implemented our management is more open for discussion with employees, our work is more efficient and many new facilities have been built for us like a canteen and badminton hall”

Tukiyo, employee, PT Sinar Surya Profilindo



How did they do it?

PT. Sinar Surya Profilindo, was facing challenges in maintaining consistent performance. Many employees did not realize the importance of health and work safety (HWS) procedures, which resulted in a series of high-cost accidents. In 2015, the company spent almost Rp20 million on HWS-related accidents.

Another challenge they faced was the one-way communication system that the company used to deliver instructions, which lacked a feedback mechanism for employees. SCORE Training addressed this issue by introducing daily meetings for staff and encouraging more and better quality channels of communication between management and workers.

The enterprise also struggled with a lack of storage. Many customers would order a large amount of pipes and then store them in the factory as they themselves did not have enough space. These materials were taking up space and cluttering the factory, causing further inefficiency. SCORE Training helped the company to classify materials more accurately which led to improved efficiency.

In addition, after SCORE Training the company introduced many improvements within the factory, such as a new pedestrian route, area identification name tags, colorized identification to differentiate products and a new guideline board.

The key results in data

After SCORE Training, **the cost spent on HWS-related accidents declined by 83.5% and was significantly reduced to Rp3.3 million in 2016**. The number of defective products also decreased from 0.58% in November 2015 to only 0.16% in April 2016.

Before



The break & lunch area for workers was run down and shabby

After



After SCORE Training, the management has renovated the break & lunch area for workers

A culture change that supports growth

Today, PT Sinar Surya Profilindo have institutionalised more open communication channels, including morning briefings and bi-weekly regular meetings.

This effective communication between employees and management has created a better working environment, with employees now willing to wear the HWS standardized uniform without having to be reminded. This seemingly small change, has helped to reduce accidents and increase cost-efficiency.

The Head of the companies Labour Union, Catur Widhi Saputra, said that the employees' sense of belonging to the company has increased drastically. Saputra also noticed the relationship between employees growing stronger each day.



Currently, we have two sports activities for the employees, supported by management. We have a routine badminton game every evening, and the Tarung Derajat martial arts training conducted every Tuesday and Friday evening,"

Catur Widhi Saputra, Head Labour Union, PT Sinar Surya Profilindo

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