



*SPA Factory workers are using safety equipment when making products*

## SCORE Indonesia

A case study from  
PT. Spa Factory  
Bali

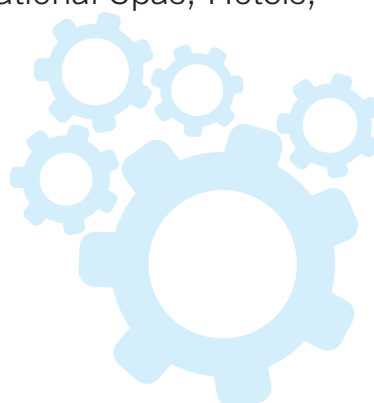
### AN ORGANISED WORK PLACE IMPROVES WORKPLACE EFFICIENCY

### COMPANY PROFILE

|                     |                                                  |
|---------------------|--------------------------------------------------|
| <b>SME:</b>         | PT.Spa Factory Bali                              |
| <b>Location:</b>    | Ungasan, Bali                                    |
| <b>Staff:</b>       | 32 employees (65% female)                        |
| <b>Established:</b> | 2002                                             |
| <b>Product:</b>     | Spa Products                                     |
| <b>Destination:</b> | National and International Spas, Hotels, Resorts |

**“I feel supported by SCORE Training - it was introduced at the right moment for me. When we moved from our previous location to the new premises, the training provided many opportunities to improve workflows, organization, and tidiness of our workplace”.**

Maria Satiaputri,  
Founder & CEO  
PT. Spa Factory Bali



## How did they do it?

PT.Spa Factory is a small enterprise producing specialized hotel and resort spa products for local and international markets. Founded in the early 2000's by female entrepreneur, Maria Satia Putri, staff completed the SCORE Training Module 1: Workplace Cooperation – A foundation for business success, in 2015 and has since made impressive progress in the area of workplace organisation, communication and workflow.

The need for SCORE Training was widely felt: ***“The space was limited in our offices, and our warehouse was seriously disorganized. All products were mixed-up and there was no proper layout of the work space nor consistent labelling of stock.”*** said Maulina, Head of Production at Spa Factory. Following the application of 5S methodology (Sort, Set in Order, Sweep, Standardize and Self Discipline), the results were of great benefit to all, enabling a more efficient work through an organized work space and effective communication system.

Following the establishment of an Enterprise Improvement Team (EIT), an Employee Suggestions Scheme (ESS) was also implemented. Employees raised their concerns via contributions to the suggestion box and were more open to work alongside managers to resolve these. The EIT worked to ensure that the 5S activities were sustained over the long-term, and to continue to build enthusiasm and passion for a tidy and organized workplace.



*I am so embarrassed when I recall how work files were scattered everywhere. Now, thanks to 5S, my room is highly organized.”*

Thoyibun Riki Mat Hora,  
Assembling Supervisor PT. Spa  
Factory

## The key results in data

All of these changes have contributed to a **significant improvement in defect rates, down to 0% from 4%.**

### ✓ Before



The warehouse was disorganised and cluttered

### ✓ After



After 5S, the warehouse is now neatly organised

## A culture change that supports growth

After SCORE Training, employees started to take a more active part in discussions and sharing their issues.

Mistakes are now more systematically addressed with a focus on identifying issues and looking for a solution. The concept of weekly meetings was introduced which brought all company divisions together and helped to avoid production issues. A new bulletin board was put in place to ensure that everyone stays informed on important matters.

***“It used to be that our communication system was highly informal; we simply shouted out requests and received the products. With SCORE Training, we learnt to build a communication system. Now we have written product requests from the warehouse which facilitates correct management of stock”*** said Thoyibun, Assembling Supervisor at PT.Spa Factory.



*SCORE Training emphasises the central role of employees as the agents of change: thus, when a change is necessary, the initiative comes from the employees,”*

Maria Satiaputri, Founder & CEO

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