



International
Labour
Organization

SCORE

EXPERIENCES



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“The foundation of success in the workplace”





SCORE is an ILO programme that enhances the competitiveness of enterprises and promotes cooperation between workers and management in the workplace to improve enterprise productivity and the quality of employment.

LATER WITH MANAGEMENT, SCORE EXPLAINS THAT THE PROGRAMME COMBINES CLASSROOM TRAINING WITH FOLLOW-UP CONSULTATIONS, IN WHICH MANAGERS AND WORKERS ARE ACTIVELY INVOLVED...

THIS SEEMS VERY INTERESTING, BACK WHEN I WAS AN ENTREPRENEUR I NEVER HEARD OF SUCH AN EXPERIENCE.

IT IS A CAPACITY BUILDING PROGRAMME WHEREBY MANAGEMENT AND WORKERS PARTICIPATE ACTIVELY.

SO THIS IS A COURSE OR SOMETHING SIMILAR?

THIS IS NOT ONLY A COURSE TO FOLLOW, IT IS A TRAINING AND TECHNICAL ADVICE PROCESS IN THE WORKPLACE

AND FOR IMPROVEMENT TO BE CONTINUOUS, 5 STEPS CAN BE FOLLOWED.



HOW INTERESTING, CAN YOU EXPLAIN THOSE STEPS?

THE STEPS ARE IN FACT THE TRAINING MODULES OF THE PROGRAMME:

THE 5 SCORE MODULES

THE FIRST FOCUSES ON WORKPLACE COOPERATION

THE SECOND, MANAGING CONTINUOUS IMPROVEMENT

THE THIRD, PRODUCTIVITY THROUGH CLEANER PRODUCTION

THE FOURTH, WORKFORCE MANAGEMENT FOR COOPERATION AND BUSINESS SUCCESS...

AND THE FIFTH, SAFETY AND HEALTH AT WORK.

M5
SAFETY AND HEALTH AT WORK: A PLATFORM FOR PRODUCTIVITY

- Build an effective health and safety system;
- Assess risks in the workplace;
- Reduce accidents in the workplace;
- Improve the wellbeing of employees.

M1
WORKPLACE COOPERATION: A FOUNDATION FOR BUSINESS SUCCESS

- Introduce change in the enterprise;
- Improve internal communication;
- Encourage the participation of all to order, organize and clean the workplace.

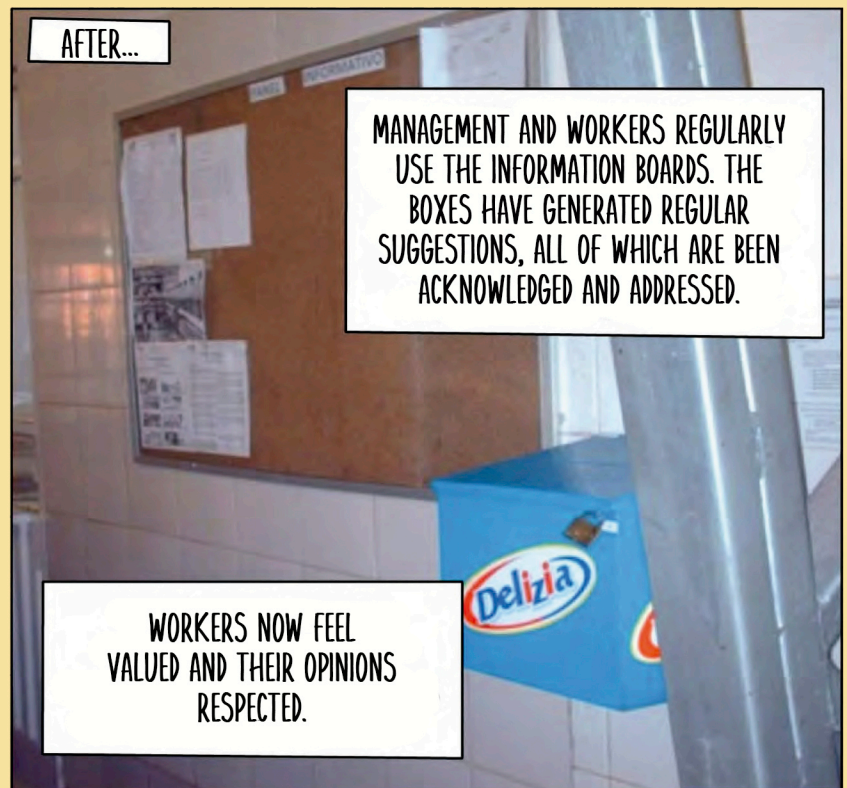
M2
QUALITY: MANAGING CONTINUOUS IMPROVEMENT

M3
PRODUCTIVITY THROUGH CLEANER PRODUCTION

M4
WORKFORCE MANAGEMENT FOR COOPERATION AND BUSINESS SUCCESS

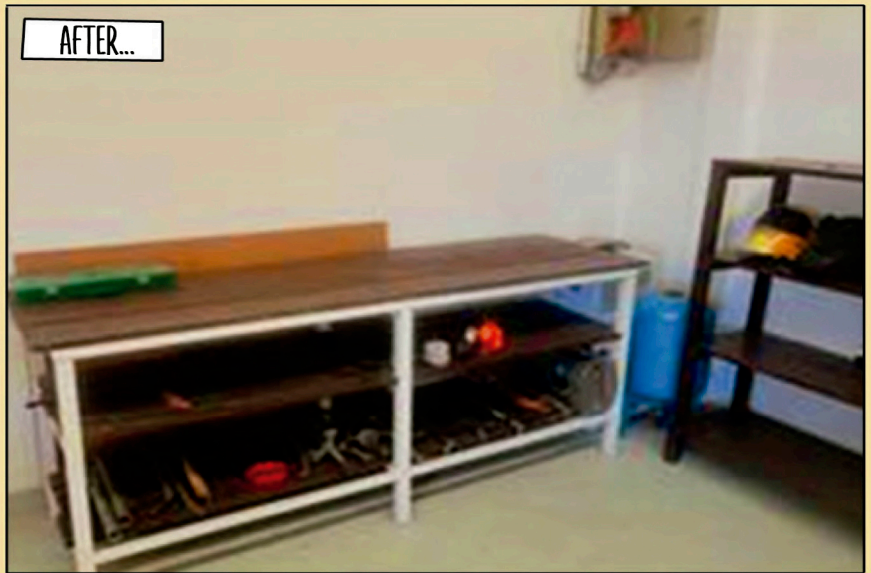
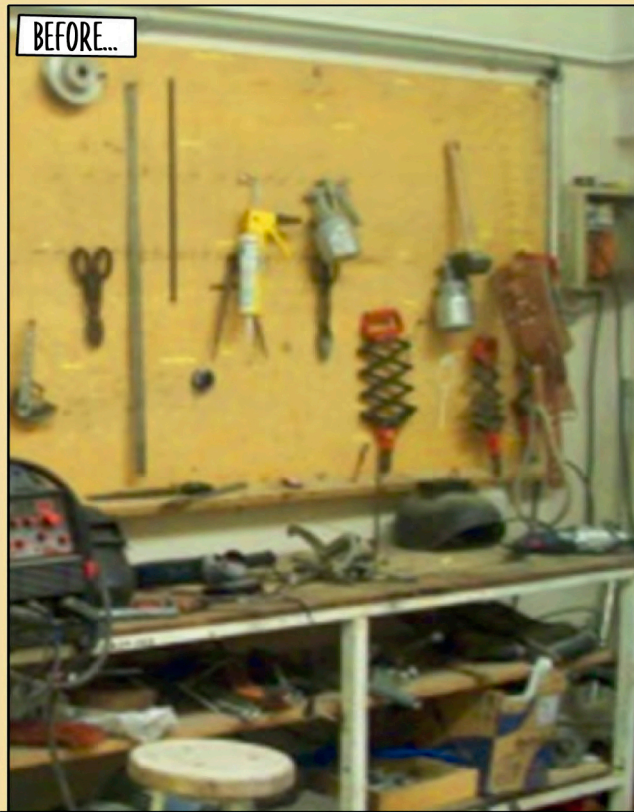






"5S" IS A QUALITY IMPROVEMENT APPROACH ORIGINATING IN JAPAN THAT REFERS TO THE INTEGRAL HOUSEKEEPING OF AN ENTERPRISE, NOT ONLY WITH RESPECT TO MACHINERY, EQUIPMENT AND INFRASTRUCTURE, BUT ALSO THE GENERAL MAINTENANCE OF THE WORKING ENVIRONMENT BY ALL. THIS METHODOLOGY IS APPLIED THROUGHOUT THE WORLD WITH EXCELLENT RESULTS DUE TO ITS SIMPLICITY AND EFFECTIVENESS.

IMPLEMENTING 5S IMPROVES QUALITY STANDARDS, HELPS ELIMINATE DOWNTIME AND FAVOURS REDUCTION OF COSTS.



WEEKLY MEETINGS WITH ALL MEMBERS OF THE ENTERPRISE IMPROVEMENT TEAM WERE ALSO IMPLEMENTED, NEWSLETTERS WERE ISSUED AND A SUGGESTION BOX ACCOMPANIED BY A PROCEDURE MANUAL WAS SET UP. FINALLY, A CAPACITY BUILDING PLAN WAS DEVELOPED TO STRENGTHEN THE DIFFERENT WORK AREAS. AS A RESULT, THE TURNOVER RATE OF STAFF WAS REDUCED BY 79%.



ONE MONTH LATER...

AFTER HAVING TAKEN SOME MEASURES TO IMPROVE OUR INTERNAL COMMUNICATION, LET'S SEE WHAT RESULTS HAVE BEEN ACHIEVED.

THANKS TO THE SUGGESTION BOX AND THE INFORMATION BOARD, COMMUNICATION AND INFORMATION SHARING ON EVERYTHING HAPPENING WITHIN THE ENTERPRISE HAS IMPROVED BETWEEN MANAGEMENT AND WORKERS.

INDEED, MY SUGGESTIONS HAVE BEEN ADDRESSED AND IMPLEMENTED. WE ALSO HAVE A REWARD AND RECOGNITION SYSTEM THAT IS BETTER ORGANIZED!

IN ADDITION, YOU AND COLLEAGUES OF THE PREVIOUS SHIFT HAVE NOW AGREED ON HOW TO ORGANIZE THE TOOLS.

IT'S TRUE THAT SINCE WE'VE STARTED TO TAKE TURNS TO TIDY FOR AN HOUR PER DAY, I LEAVE ON TIME AND NO LONGER NEED TO QUEUE AND LINE UP TO TAKE THE MINI BUS...

NOW MIRIAM ARRIVES HOME EARLIER AND HAS MORE TIME TO SPEND WITH HER FAMILY.

LOOK DON LUCHO, SINCE THESE MEASURES HAVE BEEN UNDERTAKEN, PRODUCTIVITY AND OTHER ENTERPRISE INDICATORS HAVE ALSO IMPROVED!



SINCE COMPLETING MODULE 1, WORK-PLACE COOPERATION HAS BECOME THE FOUNDATION FOR BUSINESS SUCCESS!

