



## ► Promoting the capacity of suppliers in global supply chains

In the face of global competition, multinationals and large national companies are continuously looking for new ways to increase efficiency and productivity, improve service and innovate, in order to maintain and grow their market share. At the same time, they must respond to calls from governments, pressure groups and consumers to adopt more responsible and sustainable practices right along their supply chains. The application of decent work standards and ensuring cleaner production practices are central to such demands.

In response, large corporations have demonstrated their commitment to drive this change through an auditing regime for suppliers and in their CSR agendas, and have had some success in influencing first tier suppliers where they have a high degree of leverage. However, it is now widely recognised that audits alone cannot bring about longterm change and can leave brands exposed to reputational damage despite their best efforts.

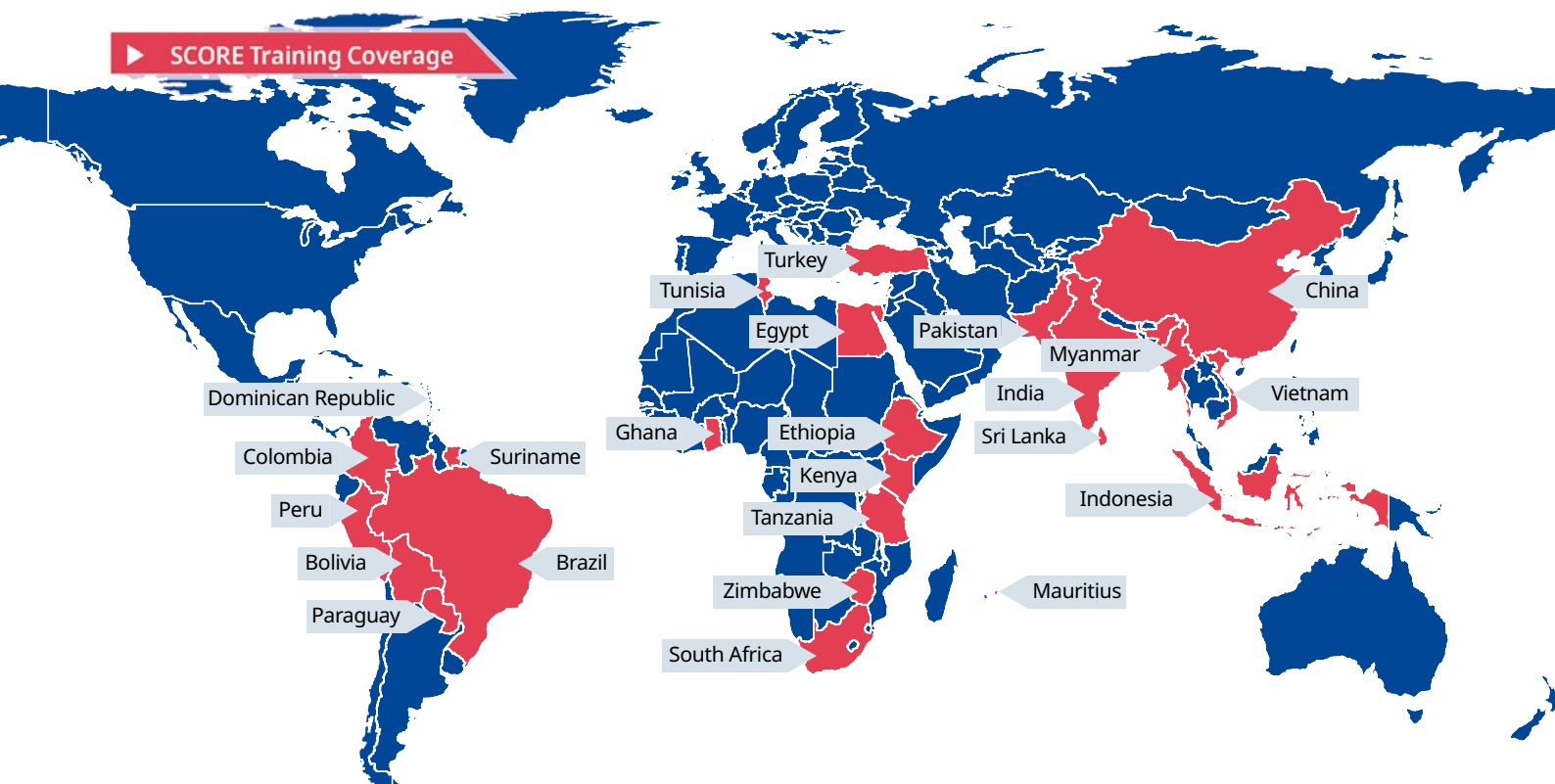
### SCORE Training: a tool to drive sustainability and productivity

**SCORE Training** is a globally recognised training programme for small and medium-sized suppliers that:

- Reduces costs, waste and environmental impact
- Upgrades the working environment
- Increases process systemisation
- Strengthens communication and activates joint problem solving
- Promotes the use of measurement to drive continuous improvement

SCORE Training is designed to bring about long-lasting improvements in supplier practices by highlighting the link between productivity and workplace practices: a win-win for employees and employers.

#### ► SCORE Training Coverage



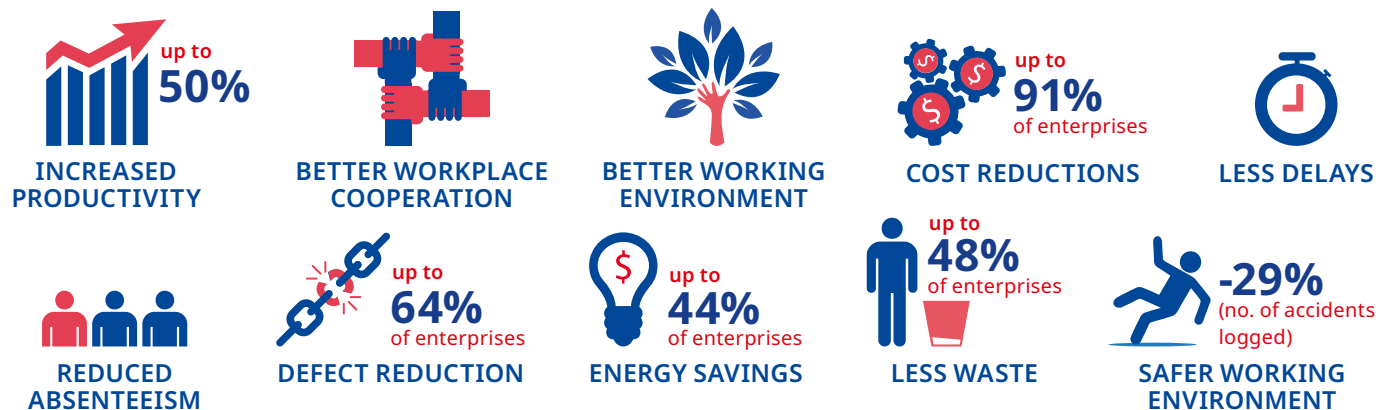
**Over 30 corporations so far have sponsored SCORE Training for suppliers including:** The Gap, Metro Group, Coop, YDBA Indonesia, P.T. Astra, Pentland, Inditex...

We have also worked with suppliers of: Adidas, Apple, A.R.E.N.A., Abercrombie & Fitch Co, American Eagle Outfitters, Argos, ASDA, C&A, Calvin Klein, Canon, Cargotec Group, Carrefour, Coca Cola, Costco, Denner, Disney, Dr. Marten, Ericsson, H&M, Homebase, IKEA, John Lewis, Kohl's, Konica, LG, Levi's Strauss, Mango, Meilele, Metro, Pepsi, Peugeot, Pull & Bear, Restoration Hardware, Samsung, Shanghai Volkswagen, Staples, Super U, Target, TCHIBO, Tesco, Toshiba, Uniqlo, Walmart, William Sonoma, YAMAHA...

### Key SCORE Training features:

- ▶ Practical approach, combining classroom training with on-site consulting, tailored to meet specific company / industry needs
- ▶ Based on lean manufacturing methods used by world-class corporations
- ▶ Involves workers in factory improvement efforts and turns the workforce into a competitive advantage
- ▶ Supports the enterprise to grow from a traditional manufacturer to a global supplier
- ▶ Provides value for money – cost of the training is often recovered within the first few months of implementation

### ▶ SCORE Training Results

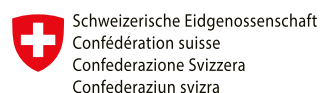


**Cleaner, more productive SMEs that provide sustainable and decent employment as part of supply chain improvement programmes.**

### How can you bring SCORE Training to your suppliers?

- ▶ Partner with the ILO SCORE Programme to train your suppliers
- ▶ Access SCORE Training through a brand consortium or network, such as ETI
- ▶ Engage a certified SCORE Trainer directly
- ▶ Have your staff trained as SCORE Trainers
- ▶ Collaborate with other brands to attract funds for supply chain development

All SCORE Trainers are highly experienced, trained and globally certified by the ILO. They train independently or through reputed international training firms such as:



Swiss Confederation

Federal Department of Economic Affairs,  
Education and Research EAER  
**State Secretariat for Economic Affairs SECO**



### To find out more about SCORE Training contact:

Michael Elkin, Chief Technical Advisor  
Small and Medium Enterprises Unit, Enterprises Department  
ILO Geneva  
email : [elkinm@ilo.org](mailto:elkinm@ilo.org)  
phone : +41 22 799 6779