Mr. Hassan Jabber  
Managing Director,  
Multi-Pak Ghana Ltd,  
Tema, Ghana

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Duty Manager,  
Shimuwini Bushveld Camp, Kruger National Park, South Africa

“Enhance your business performance by...”

Eliminating delays, defects and waste

Building workforce engagement

Creating a workplace environment that promotes productivity

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If you think training is expensive, try ignorance.”
Peter Drucker  
Management Expert

SCOR Training
Sustaining Competitive and Responsible Enterprises

Continuous Improvement training for SMEs

To find out more about SCORE and when the next SCORE Training course is taking place, please contact:

Michael Elkin  
Chief Technical Advisor  
Small and Medium Enterprises Unit, Enterprises Department  
ILO Geneva - Contact: elkinm@ilo.org - Tel: +41 22 799 6779  
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The classroom training and all enterprise visits are conducted by SCORE Certified Trainers who have several years of business experience, including specialised knowledge of Lean manufacturing, kaizen, occupational safety and health, and cleaner production methods.

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QUOTES FROM SCORE TRAINED ENTERPRISES

“We had some ideas for improvement before we were introduced to SCORE, but implementing them was a challenge. I’m happy that, through the SCORE Training, we have taken a plan, developed it, and are using it on the ground, thus paving the way for progress.”

“We cannot be 100%, but if workers and managers go step-by-step together... the company will continuously do better over time”

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SCORE TRAINING

SCORE Training for small and medium sized enterprises (SMEs) teaches cutting-edge practices to increase product quality, production efficiency, and reduce the time from customer order to delivery. SCORE Training has been developed with global experts, specifically to drive Continuous Improvement in SMEs employing between 50-250 workers.

Whether a recent start-up, an established company struggling to maintain market share, or a dynamic firm with big ambitions, SCORE works to uncover solutions to workplace challenges and increase sustainability, unlocking the potential of enterprises to thrive in today's global market place.

Key SCORE Training features:
- Practical implementation process, 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 recovered within the first few months of implementation

IMPACTS OF SCORE

More than 600 enterprises across 9 countries have participated in SCORE Training and reported the following results:
- Productivity increases of up to 50%
- Cost savings of up to US$15,000
- Average defect rate reduction of 10%
- Energy savings (Kwh) of 2% per production unit
- Reduction in worker absenteeism up to 15%

Other reported benefits include:
- More efficient production planning, resulting in smoother work flow
- Lower unit labour costs & higher output
- Inventory reduction & reduced space usage
- Innovation in shop-floor practices
- Better worker multi-process & problem solving skills
- Improved teamwork and employee commitment
- Fewer workplace accidents

SCORE TRAINING PROCESS

The starting point for all training
- Unite employees around shared targets
- Involve the entire workforce in continuous improvement

Module 1: Workplace Cooperation – A foundation for business success
- Identify customer needs
- Develop quality assurance culture
- Reduce defects systematically

Module 2: Quality - Managing Continuous Improvement
- Save costs and increase efficiency
- Systematically reduce waste & energy usage

Module 3: Productivity Through Cleaner Production
- Develop Human Resource strategies for better recruitment & retention
- Motivate & develop the right people to make staff a competitive advantage

Module 4: Workforce Management for Cooperation and Business Success
- Eliminate or minimise workplace health & safety risks that lead to injuries, expenses & lower productivity

Module 5: Safety & Health at Work: A Platform for Productivity

SCORE TRAINING MODULES

After implementing what we learnt from the SCORE programme we made clear improvements: the re-design of the lighting, the addition of fans, and the repair of the washing area. They have all brought positive results - no more accidents, the productivity keeps rising and the incomes of the operators are rising too.

Ratri Sapta – Plant Manager
PT Lestari Dini Tunggul - Producer of hospital and industrial garments
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SCORE TRAINING PROCESS

Personalised Business Assessment → Modular Classroom Training → Implementation supported by on-site consultancy → Ongoing Monitoring & Impact Assessment → Results Tracking

Continuous Improvement

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