

Continuous Improvement training for SMEs

Enhance
your business
performance
by...

Eliminating
delays, defects
and waste



Building
workforce
engagement



Creating a
workplace
environment
that promotes
productivity





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:

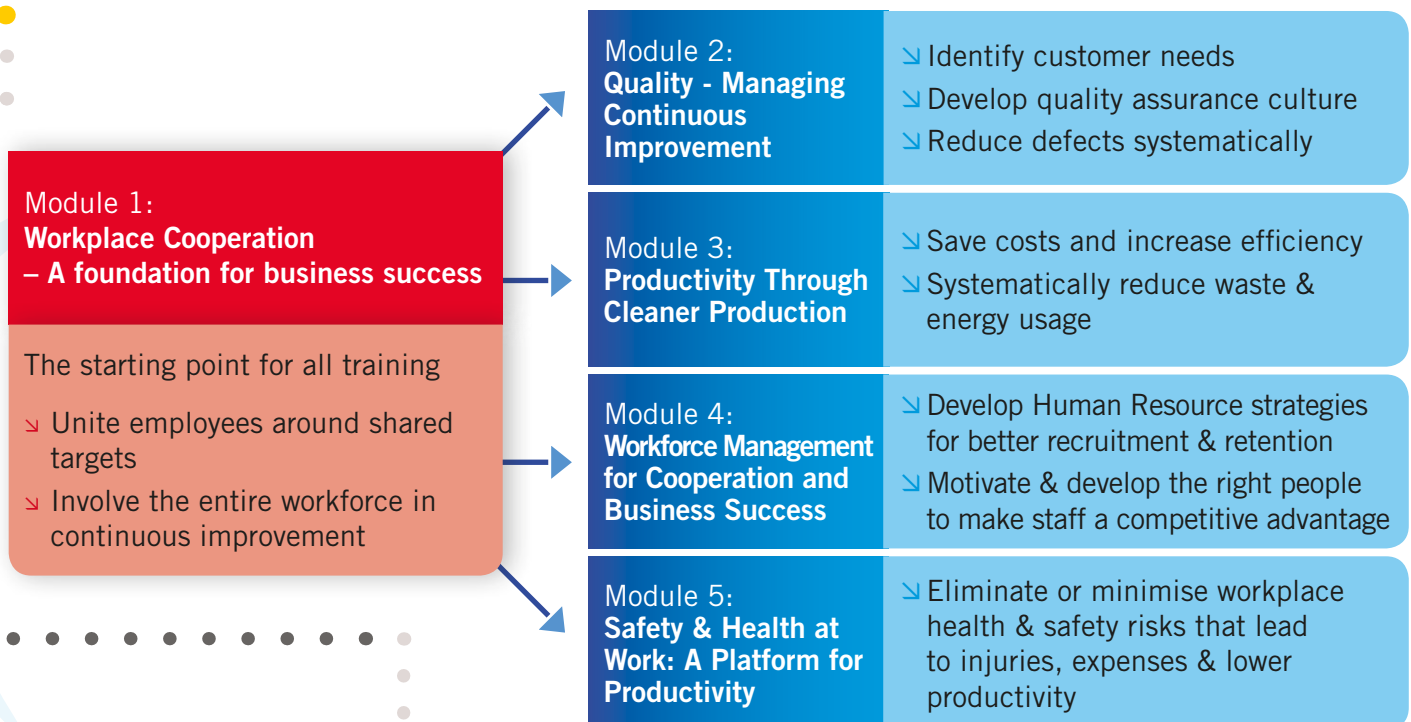
- ✓ More efficient production planning, resulting in smoother work flow
- ✓ Lower unit labour costs & higher output
- ✓ Inventory reduction & reduced space usage
- ✓ Innovation in shop-floor practices
- ✓ Better worker multi-process & problem solving skills
- ✓ Improved teamwork and employee commitment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



SCORE TRAINING PROCESS



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
 Jakarta, Indonesia

QUOTES FROM SCORE TRAINED ENTERPRISES



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

“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”



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

“It feels good to work in an organised space. The greatest challenge we came across was while establishing the suggestion box, as some of the employees couldn't write. They were so motivated regardless of their illiteracy and wanted to put their ideas forward, so they got help with writing their suggestions down.”

SCORE SERVICES

There are five SCORE Modules and each Module includes:

- ☑ **½ day baseline assessment:** Enterprise visit by a trainer to discuss and assess production, quality, HR and OSH challenges.
- ☑ **2-day classroom workshop:** Interactive training workshop for two managers and two workers per enterprise to develop action plans. Up to five enterprises participate in the workshop together to provide a dynamic training environment of knowledge sharing and experience exchange.

- ☑ **3 factory visits:** post-classroom training consultancy visits by a trainer to help the enterprises implement their action plans.

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.

Training fees will vary according to location, please use contact details below for more information.

HOW TO REGISTER FOR SCORE TRAINING

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

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www.ilo.org/empent/Projects/score

“If you think training is expensive, try ignorance.”

Peter Drucker
Management Expert



International
Labour
Office



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Confederation

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



Norad

SCORE is a training programme developed by the International Labour Organization (ILO). The ILO is a United Nations agency that brings together representatives of governments, employers and workers to jointly shape policies and programmes promoting sustainable enterprises and Decent Work for all. SCORE is supported by the Swiss State Secretariat for Economic Affairs (SECO) and the Norwegian Agency for Development (NORAD).