HOW TO REGISTER FOR SCORE TRAINING

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
www.ilo.org/empent/Projects/score

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.

SCORE in the Garment Sector

Sustaining Competitive and Responsible Enterprises

Enhancing business performance by...

- Eliminating delays, defects and waste
- Building workforce engagement
- Creating a workplace environment that promotes productivity

Quotes from a Score Trained Enterprise

“Efficiency has greatly improved. When we first started this process we were at 81% efficiency. Less than three months into implementation, we reached 92%. Now, the plant is working at 96%.”

“The only resources we provided were our enthusiasm and time. The financial resources needed were minimal.”

“From this process I have learnt that while one opinion may not change anything, collectively they begin to change the company vision. I can’t expect to change my company without the support of my employees.”

Robinson Montoya
Production Manager and Founding Partner
Calza Kids, Colombia

Guillermina Munoz
Production Assistant & EIT Member
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If you think training is expensive, try ignorance.”

Peter Drucker
Management Expert

The ability to learn faster than your competitors may be the only sustainable competitive advantage.”

Alvin Toffler
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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).
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, unlocking the potential of enterprises to thrive in today’s global market place.

SCORE is a global enterprise training programme that teaches cutting-edge practices to increase product quality, production efficiency, and reduce the time from customer order to delivery. SCORE has been developed with global experts, specifically for small and medium sized enterprises (SMEs) employing between 50-250 workers.

**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

**Module 1:**
**Workplace Cooperation – A Foundation for Business Success**
- The starting point for all training
- Unite employees around shared targets
- Involve the entire workforce in continuous improvement

**Module 2:**
**Quality - Managing Continuous Improvement**
- Identify customer needs
- Develop quality assurance culture
- Reduce defects systematically

**Module 3:**
**Productivity Through Cleaner Production**
- Save costs and increase efficiency
- Systematically reduce waste & energy usage

**Module 4:**
**Workforce Management for Cooperation and Business Success**
- Develop Human Resource strategies for better recruitment & retention
- Motivate & develop the right people to make staff a competitive advantage

**Module 5:**
**Safety & Health at Work: A Platform for Productivity**
- Eliminate or minimise workplace health & safety risks that lead to injuries, expenses & lower productivity

**SCORE TRAINING PROCESS**

- Baseline Assessment
- Interactive Group Training
- Implementation supported by on-site consultancy
- Ongoing Monitoring & Impact Assessment
- Results Tracking
- Continuous Improvement

**IMPACTS OF SCORE**

More than 500 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

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**Ratri Sapa**
Plant Manager
PT Lestari Dini Tunggul - Producer of hospital and industrial garments
Jakarta, Indonesia

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