



SCORE Training Introduction

Sustaining Competitive and Responsible Enterprises



What is SCORE Training?



How to improve:

- Quality and productivity
- Working conditions (HR, OSH etc.)
- Environmental footprint
- Competitiveness in national and global markets

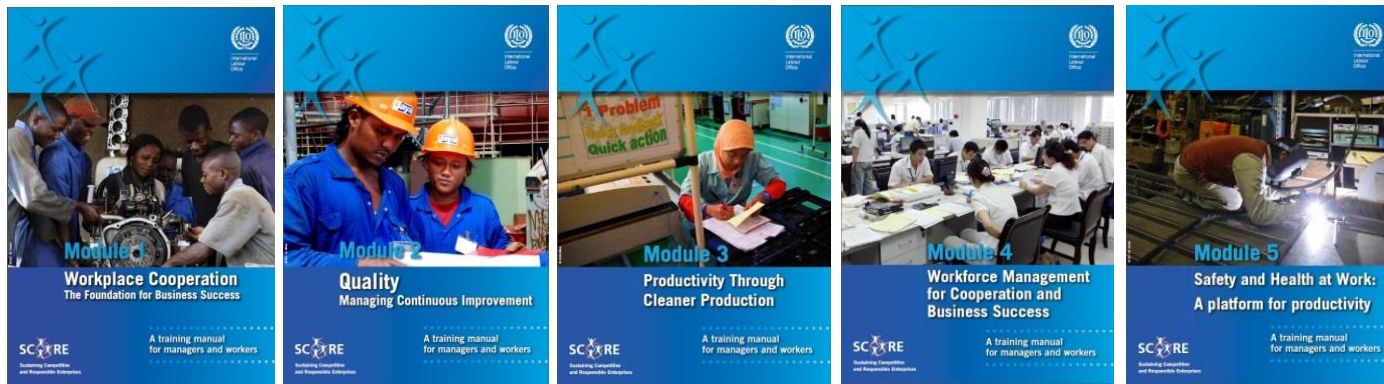
... by improving cooperation between workers and managers



What is SCORE Training?



- Training and consulting programme for SMEs
- Teaches high-performance workplace practices
- Integrates concern for working conditions into core business operations



Advanced manufacturing practices

High-performance HR practices

Worker safety



Higher productivity and better working conditions in SMEs

Target group: SMEs

Firms with 50-250 employees



- SMEs employ 95%+ of the world's working population
- Main source of employment in developing countries
- Under-invest in training
- Often under the auditing radar of national and global buyers
- Capacity to upgrade and become 1st or 2nd tier suppliers



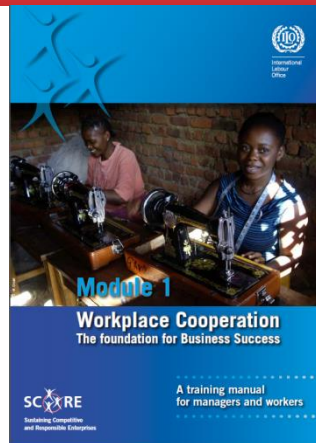


A modular programme

SCORE Training

Sustaining Competitive and Responsible Enterprises

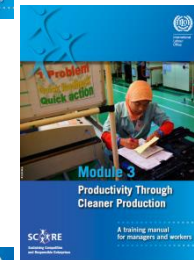
Module 1:
Workplace Cooperation
– A foundation for business success



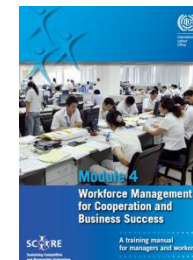
Module 2:
Quality - Managing
Continuous
Improvement



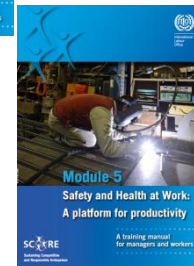
Module 3:
Productivity Through
Cleaner Production



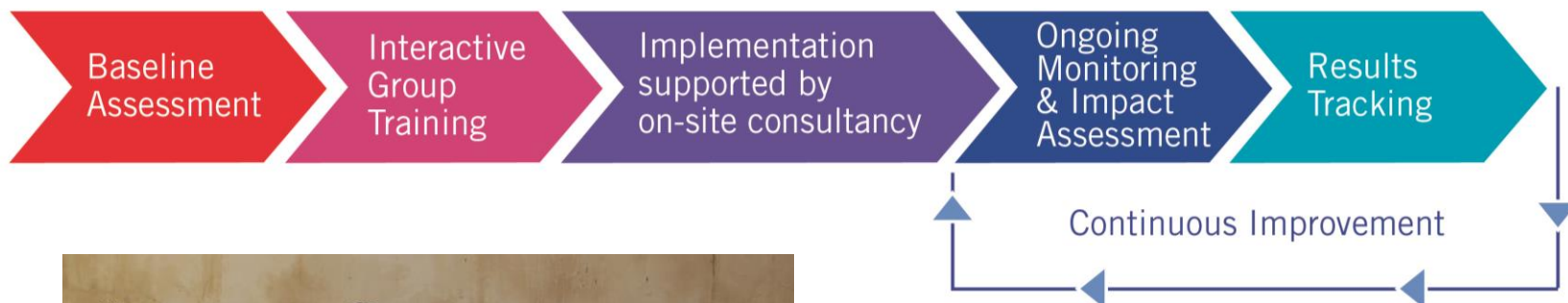
Module 4:
Workforce Management
for Cooperation and
Business Success



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



Training Process





More motivated people

- Improvement teams created in all firms
- Employees across the organisation get involved
- Worker facilities upgraded
- Introduction of suggestion schemes
- Staff turnover and absenteeism decreased



Better quality products



- Key motivation for managers
- 100% of firms improve in this area
- Realisation that workers play a crucial role in product quality



Higher productivity



Before



After

- Productivity improvement range from 15 to 50%
- Delivery improvement range from 70% to 90%

Safer working environments



Before



After

- Wide variety of OSH improvements
- Also linked to improvements in general cleanup, lighting and ventilation

Who benefits?



SMEs

- Increased productivity and quality, as well as healthier, more committed employees
- Improved access to market opportunities – local, national and global

WORKERS

- Less “race to the bottom” and possibly opportunities for more productive and decent work in workplaces that are in compliance with national standards

LOCAL CLUSTERS

- Improved capacity for SME upgrading among local associations and business development service providers
- Joint action between enterprises to address common problems

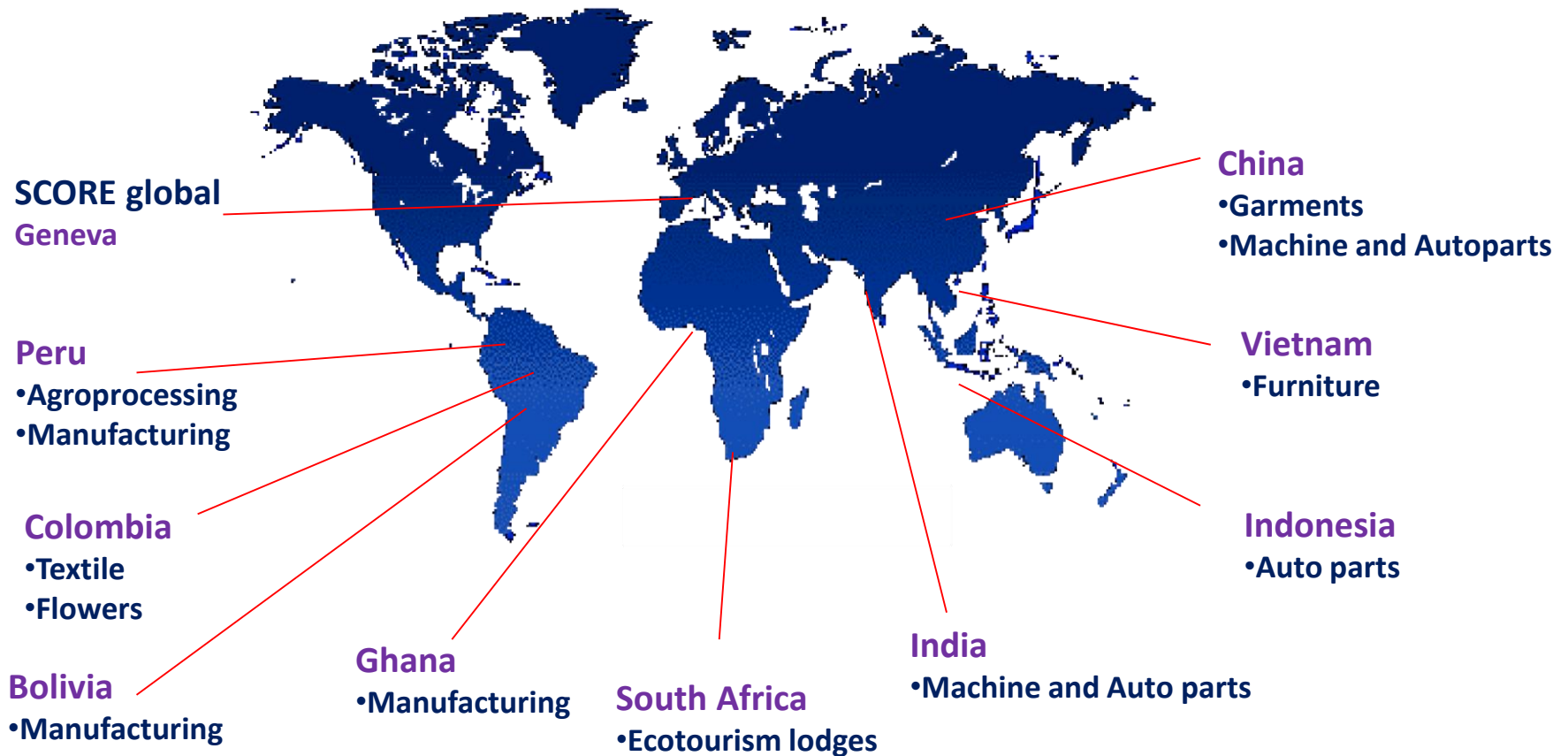
Indirect benefits to:



TARGET SECTORS

- More competitive suppliers
- Decent employment opportunities safeguarded

800+ SMEs trained on SCORE



SCORE Training Participation



6,640+ managers and workers

- 51% middle - upper management
- 49% workers
- 30% women



as @February 2016

SCORE Training Participation



As at February 2016:

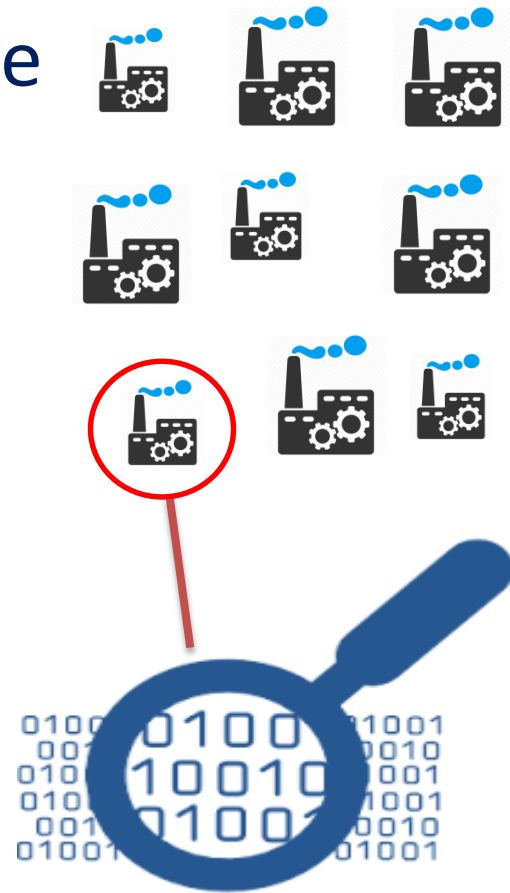
- 810+ SMEs
- 200,000+ total workforce benefited from Improvements
- Average satisfaction rate:
88%



Performance Measurement



- Learn to measure performance
- Allows firms to see impact of the Training in daily business
- Visible of impact increases uptake of further SCORE Training modules



For more information see: www.ilo.org/SCORE

Or contact: SCOREglobal@ilo.org

Thank you



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra



Norad

Dipartimento federale dell'economia,
della formazione e della ricerca DEFR
Segreteria di Stato dell'economia SECO