



International
Labour
Organization

SCORE Training

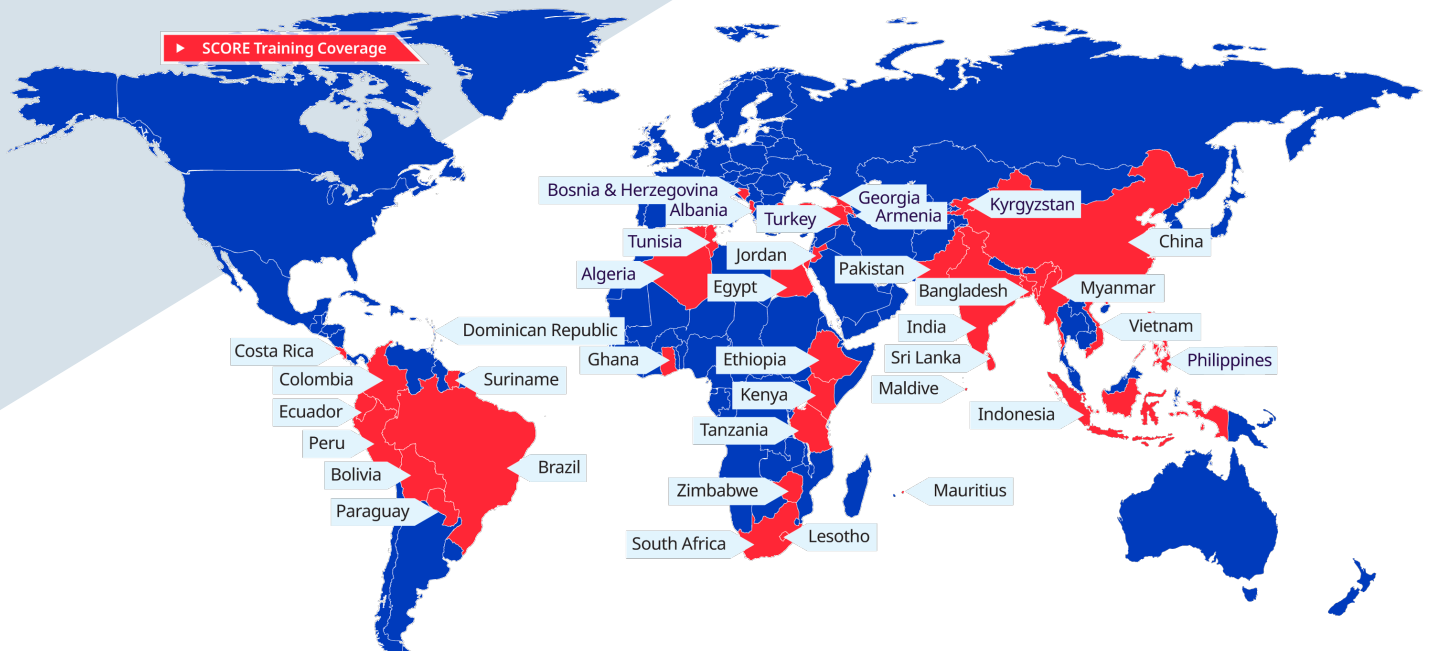


ILO SCORE Programme

ILO's Sustaining Competitive and Responsible Enterprises (SCORE) Programme improves productivity and working conditions in small and medium enterprises (SMEs). The key intervention of the programme is SCORE Training, which combines practical classroom training with in-factory consulting. The Training demonstrates best international practice in the manufacturing and service sectors and helps SMEs to participate in global supply chains.

SCORE Training

SCORE Training is a modular training package and methodology developed by the ILO SCORE Programme. The Training is used to improve productivity, employee-manager cooperation, and working conditions within small and medium-sized enterprises (SMEs). SCORE Training focuses on developing cooperative working relations resulting in shared benefits for enterprise owners and those who work there.



SCORE Training Modules



Workplace Cooperation - A foundation for business success

In today's fast changing world people are at the heart of competitiveness. To gear the enterprise towards a continuous cycle of improvement, everybody in the enterprise has to play an active role. By the end of this module, enterprise managers and workers will have set the strategic direction of the enterprise, identified a number of practical workplace cooperation projects and put in place systems to measure improvements.



Quality Improvement - Managing continuous improvement

The main reason to improve quality is to ensure that customers are satisfied and will continue to buy from the company. To stay ahead of the competition through better overall quality performance, this module provides tools that help managers and workers identify customer needs and improve product and service quality through the creation of a quality assurance culture and procedures to deal with quality problems as a team.



SCORE4Climate - Optimising performance through resource efficiency and circularity

The SCORE4Climate module supports SMEs to start their path toward a circular economy. Through presenting key concepts, good practices and practical tools, it helps SMEs identify opportunities and generate innovative solutions to improve resource efficiency, clean production and circularity. It not only serves as a practical tool for minimizing carbon footprint, but it also benefits SMEs through cost savings, improved productivity, increased competitiveness, enhanced resilience and reduced accidents.



Safety & Health at Work - Improving safety and health in the workplace

Injuries occur due to insufficient health and safety standards and procedures in the workplace. This module is designed to help workers and managers identify the various types of health and safety risks that exist in the workplace and help enterprises to eliminate, isolate or minimize the risks, protecting workers from harmful situations and the enterprise from damage.



Workforce Management - Driving performance through workforce solutions

Fundamental to the effectiveness of the enterprise are its human assets. Good HR management systems are built upon many of the basic principles enshrined in International Labour Standards. This module will show, through concrete guidelines and examples, how the enterprise can develop suitable HR strategies and systems to recruit, motivate and develop the right people for the right job.



Hospitality Coaching - Raising quality and standards in local tourism

HoCo is a unique hospitality coaching program for small hotels, guest houses, and restaurants. Graduating enterprises learn how to become more competitive & efficient, and better at increasing guest satisfaction and understanding customer needs to improve service quality. The course teaches environmentally sustainable hotel management practices, improved hygiene, better occupational safety & health.



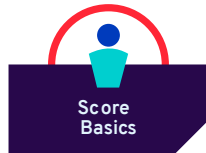
Gender Equality - Striking a balance for increased productivity and business sustainability

Recent research has demonstrated that diversity and inclusiveness improve business performance. The Gender Equality Module focuses on five key issues: voice equality, inclusive hiring, and equal pay for work of equal value, workplace environment, and work-life harmony.



Lean Manufacturing - Maximising production efficiency through Lean Kaizen

This training covers content from Workplace Cooperation, Quality Improvement and Resource Efficiency modules with additional concepts of Industrial Engineering techniques to productivity improvement. The main objective of the training is help enterprises improve workplace cooperation by setting up mechanisms related to employee suggestion schemes and daily meetings, implement 5S, improve product/service quality, employ lean production techniques and improve flow efficiency through a better understanding of industrial engineering techniques.



SCORE Basics - Facilitating change that drives productivity and worker engagement

The SCORE Short Course is designed to provide a condensed and integrated training package on workplace cooperation, joint problem-solving, quality management, HR and OSH into a 3 day workshop followed by several in-enterprise sessions where trainers coach enterprise management and workers to implement the ideas presented in the classroom. This training introduces SCORE in a shorter time to a targeted industry or cluster, and can be used as a standalone module or a “taster” module to promote awareness of the key SCORE Training themes.



Responsible Business - Meeting labour standards in global supply chains

This course helps SMEs to explore the content of international labour standards and codes of conduct for suppliers, discover ways to improve their adherence to international principles and compliance with national legislation and corporate codes, and understand that respecting workers' rights and improving working conditions can be part of a competitive business strategy.



Working Time - Enhancing health, safety and productivity through working time schedules

Violations of overtime laws have been identified as a major issue in many factories that participate in global supply chains. Excessive working time, is also associated with increased injuries, stress and fatigue that leads to errors in work and lower productivity. The ILO has developed an on-line training module that explains the issues and offers practical solutions to addressing excessive working time in the workplace. This is a self-paced, online training.



COVID-19 Safety & Health at Work – Adopting new safety & sanitation protocols

This module helps factories to reopen and stay open safely following pandemic related lockdowns. Developed with experts from the International Labour Organization Occupational Safety and Health Unit, the workshop presents best practices and current approaches to contain the spread of the COVID-19 virus and ensure a safe and healthy work environment.



COVID-19 Business Continuity Planning – Adjusting business processes for recovery

The COVID-19 Pandemic caused the worst economic disruption to small and medium enterprises in recent memory. This module helps business to recover from the disruptions caused by the pandemic by focusing on rebuilding customer bases and supply chains, conserving cash flows and managing the workforce to improve accelerate business recovery.



Factory Improvement Toolset (FIT) - A sustainable, scalable approach to factory upgrading

An innovative, self-facilitated, activity-based programme designed to create more decent and sustainable employment. FIT supports manufacturers in global supply chains to improve productivity, competitiveness and working conditions by upgrading production systems and factory practices.

Most modules are delivered through a combination of classroom training (in-person or online) and in-factory consultancy, and led by industry experts.

The consultancy visits are a unique element of the training methodology that ensures that classroom learning is put into action in the workplace.

Why should your business be interested in SCORE Training?

Multinationals and large national companies are continuously looking for new ways to increase efficiency and productivity. At the same time, they must also respond to calls for more responsible and sustainable practices across their supply chains; ensuring decent work and cleaner production are central to such demands.

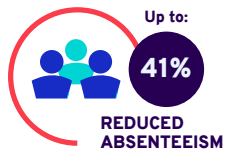
As a result, many brands are keen to take a more proactive role to helping improve the working conditions of their suppliers, and support efforts to improve productivity and comply with international labour standards.

SCORE Training as an aid to compliance

Of course, for many lead buyers, ensuring that suppliers comply with contract and legal requirements is a time-consuming and continuous challenge. SCORE Training seeks to reduce this challenge by demonstrating the financial benefits that SMEs can experience as a result of good working conditions and a safe working environment.

SCORE Training also supports the development of a new management outlook in SMEs that leads to better worker-manager cooperation throughout a continuous enterprise improvement process.

How SCORE Training has supported SMEs*



* Global results to October 2023.

► Get in touch

If you would like to find out more about SCORE Training and how it could help your business, we look forward to hearing from you:

Stephan Ulrich

Programme Manager

Small and Medium Enterprises Unit, Enterprises Department
ILO Geneva

email: ulrich@ilo.org

phone: +41 22 799 6779



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