

FREQUENTLY ASKED QUESTIONS (FAQs)

Sustaining Competitive and Responsible Enterprises (SCORE)

1. What is SCORE?

Sustaining Competitive and Responsible Enterprises (SCORE) is a shop-floor productivity management global training tool, designed by the International Labour Organization (ILO), specifically for the Small and Medium Enterprises (SMEs), who are in the supply chain of leading corporates/MNCs. SCORE was developed contemplating the typical challenges faced by SMEs and their needs and it aims to enhance their global competitiveness by boosting their productivity and quality.

2. Who can participate in the SCORE programme?

The programme is designed for enterprises having strength of 30 to 300 employees.

3. What is the basic structure of the SCORE programme?

The programme is divided in 5 modules.

- Module I - Workplace Cooperation (mandatory)
- Module II - Quality
- Module III - Productivity & Cleaner Production
- Module IV - Workforce Management
- Module V - Health and safety

Each of these modules takes about 2.5 to 3 months for completion.

4. How is SCORE programme conducted?

The programme is conducted in following steps once the enterprise shows interest in the programme and is ready for implementation:

- **Scoping Visit:** Initial scoping of the enterprise is done by the trainer to know the present status of working and a brief meeting is held with the CEO to explain the methodology of the programme.
- **Baseline Visit:** A 'baseline' visit by the trainer (the trainer is trained and certified by ILO in the SCORE methodology) which is a ½ day visit. The trainer makes a shop-floor visit and has interaction with various functional heads to understand the working of the organization.
- **Training of Enterprises (ToE):** A 2 full day classroom training session. In this session the contents of the module are explained. Around 4-5 enterprises take part in the classroom training. Five persons from each enterprise take part in the training programme with the below mentioned composition:
 - CEO/Owner - 1
 - Supervisor – 2
 - Operator - 2
- **Shop-floor training:** The ToE is followed by '5 half day visits' by SCORE trainer in the enterprise. These visits are spread over 3 months and generally at intervals of 1 to 2 weeks. The trainer acts as a facilitator in implementing the module contents. Improvement teams are formed in the company who take up the improvement tasks. The trainer acts as a mentor/guide to these teams.

5. Who are the trainers of this programme?

Sector specific trainers who have been in the field of MSMEs are identified and are trained by ILO in the SCORE methodology.

6. What is the role of the Association/Corporate?

The Association/Corporate acts as a facilitator of SCORE programme. It helps co-ordinate between the enterprise and the trainer for implementation of the programme. It also monitors and audits the progress of the enterprise and performance of the trainer. It conducts periodic audits to ensure continuity of the programme.

7. What are the benefits of SCORE Programme?

- Workplace Cooperation, improved teamwork & employee commitment.
- Increased productivity of up to 50%.
- Cost savings of up to USD 15,000.
- Average defect rate reduction of 10%.
- Energy savings (KwH) of 2% per production unit.
- Reduction of worker absenteeism up to 15%.
- More efficient production planning resulting on smoother work flow.
- Lower unit labour costs & higher output.
- Inventory reduction & reduced space usage.
- Innovation in shop-floor practices.
- Fewer workplace accidents.

8. Who should be contacted for enrolling in the programme?

Mr. Sandeep Singh Rawat can be contacted to enroll for the programme. He is the National Coordinator, FICCI-ILO SCORE Center for SCORE & IR Training services in India. For any query you can contact him on Mob. [9910409588](tel:9910409588) or email at score@ficci.com