

SCORE CASE STUDY

QUALITY IMPROVEMENT AT NGUYEN THANH CO., LTD.

Nguyen Thanh Co., Ltd. was established in 2003. The company is located in Binh Duong province and employs 500 workers, 55% is female. The company is specialized in in-door furniture export to Europe markets. Nguyen Thanh Co., Ltd. joined SCORE from May 2013 with 2 modules: Workplace cooperation and Quality management. The Enterprise Improvement Team (EIT) was established with 5 managers and 9 line workers. After several improvements to re-arrange the workshop in module 1 using 5S, the EIT continued with new projects to improve quality in production. Sanding was identified as the key area for improvement with some major issues:

- Semi products in this stage were transferred to the group assembly stage without sufficient quality check, which cost the enterprises a large amount of time in fixing the defect.
 - Lack of comprehensive work instruction and monitoring causing high defect rate due to the usage of inappropriate sanding paper.
 - Lack of awareness from line workers on the importance of quality control before transferring the product to the next stage.
- With the consultancy of SCORE's expert, the EIT implemented several effective improvement:
- Revised the work instruction for all positions.

- Organized several trainings for workers
 - Strengthened the monitoring process.
 - Set up a quality check point with random check for 10% of the semi product.
- After improvement, the efficiency of sanding process (workers/output ration) increased by **27.5%**. Financial benefit resulted from this increased efficiency is calculated at **50,000 USD** annually. The company is also benefit from a lower defect rate and more responsible working attitude of the workers.



Improvement meeting with SCORE expert

“ The improvement implemented during SCORE project is very effective in our company. We were able to resolve many issues which were said “cannot be done” by the employees in the past. SCORE’s approach is practical and applicable for all employees with different educational background”

Mr. Nguyen Thanh Binh
Director