

SWISS FEDERAL COUNCILLOR VISITED SCORE ENTERPRISE

On 25/10/2013 the Swiss Federal Councillor - Head of Federal Department of Economic Affairs, Education and Research - H.E Johann N. Schneider-Ammann visited a SCORE enterprise Phu Tai JSC. Dong Nai branch during his mission to Vietnam. Observing the improvement implemented by the enterprise, the Councillor addressed:

"I am convinced that through this ILO programme the implementation of ILO standards can become a reality at the factory level.

Based on an improved social dialogue and the implementation of other modules such as quality and productivity, cleaner production, human resources, health and safety at work, the SCORE-Programme has a direct and positive impact on the working conditions."

The Councillor further emphasized on the approach and values of SCORE:

"Investing into socially and environmentally sound production is more than a response to a changing consumer demand. It is an investment into increased efficiency, less absenteeism and staff turnover. The better the labour conditions are, the more the staffs will be motivated and devoted to their job and to their enterprise.

Switzerland regards social commitment and solidarity as a part of its openness to business. Many of these values are present in the SCORE programme and in your factory."

At the end of the visit, the Councillor expressed his hope that the good practices in SCORE enterprise will be followed by many more SMEs in the business community.



SCORE WOMEN

Ms. Nguyen Thi Tinh is a senior worker at Polytech Co., Ltd. The company joined SCORE from 2012 and since then, Tinh has been a key member of the improvement team.

SCORE training provided Tinh with new knowledge and understanding on production improvement. She was able to present and implement her improvement idea more effectively with the team. The packing unit where she works increased 30% its productivities thanks to these initiatives.



Tinh (sixth from the left) in a visit of SECO's ambassador H.E. Jean-Jacques Elmiger to Polytech Co., Ltd.

Tinh said: *"I have learnt new things from SCORE and understood the approach of improvement much better. It is easier now for me to come up with new ideas and apply them in my daily work. We made a lot of improvement in our unit, the productivity was improved and we got the reward from our company. The SCORE team and experts are very helpful. I really hope to have more training opportunities like this."*

SCORE CASE STUDY

HAPPY WORKERS AND MANAGERS AT PHU TAI JSC. DONG NAI BRANCH

Phu Tai JSC. Dong Nai Branch was established in 2004 as a small wood processing workshop and expanded to a larger factory with 500 workers, 55% is female. The company is specialized in in-door furniture export to Europe and USA markets.

Phu Tai JSC participated in SCORE from Dec 2012 and implemented module 1: Workplace cooperation and module 2: Quality management. The Enterprise Improvement Team was formed with 24 members including 4 managers and 20 line workers. The team held 4 meetings every month to identify the areas for improvement in the workshop. During this process, the line workers were encouraged to participate and initiate improvement activities. Strong workers' involvement provided the team with many practical initiatives and during implementation this involvement lead to a good sense of ownership from the production line toward improvement activities.

3 main themes of the improvement process were:

- Improving working condition

- Enhancing production efficiency

- Reducing defect rate

5S and Kaizen were used as the core approach for all improvement activities.

The implementation of improvement delivered a significant impact in the factory.

Ms. Nguyen Thi Doan – a worker in sanding line is very happy with the improvement process:

"In the SCORE program I participated in the improvement team meeting and contribute my idea for improvement. After the implementation I found the working environment cleaner, better organized and I was able to work more productively."

Mr. Dao Van Tao – Line leader at raw material workshop shared the same feeling:

"After SCORE training we established the enterprises improvement team and brainstormed for improvement ideas. Up to this point I contributed 4 improvement ideas, in which 3 were applied in the production."

After the implementation we have a much better working environment and more proactive

working attitude from all employees.

My unit particularly, was able to improve the productivity by 15% to 20%."



A discussion session led by female workers in the enterprise improvement team meeting



SCORE CTA Mr. Michael Elkin recorded the Kaizen improvement result at the workshop

"These improvement were initiated and implemented by the employees, which is for us, the most important and meaningful achievement."

Mr. Nguyen Cong Tran
Deputy Director