



## ► Case Study

### ► Quality and capacity improvement together with SCORE

#### Company profile

Company Name	<b>PT. ALRA Makmur Cahaya Selaras - Alra Lifestyle</b>
Address	Jl. Monumen TNI Kerobokan RT01, Bantul, Yogyakarta-55191, Indonesia
Number of Employees	32
Founder	Siti Hasfah
Manager	Aesta Fajar
Main product	Leather Bags

SCORE Training creates changes in our work environment and employees' characteristics. The changes are individual and collective, and strengthen our teamwork.



**Nurhadi Iswanto**

Alra's Production Manager

SCORE Training enables ideas from the production department to be heard and acted upon by the management.



**Catur Indah Operasti**

Alra Staff Member

#### ► Alra's background

The Indonesian fashion industry is developing rapidly. The Alra Lifestyle brand, established in 2015, is a successful business that sells leather goods. However, before SCORE Training, the enterprise faced some problems that stemmed from growing consumer demand. This included poor communication between the management and Alra's employees. "We used to keep distance and limit our communication," Muhammad Wajid, an Alra supervisor, noted.

In addition to communication problems, a disorganised working environment for production personnel was identified as a key issue

#### ► Alra and SCORE Training

The International Labour Organization (ILO) proposed SCORE Training to address these challenges. Martha Sasongko, a consultant from Karya Dua Perempuan, introduced the company to SCORE Training and recommended the 5S practice to deal with the disorganized workplace.

Through the SCORE Training Module on Workplace Cooperation, Alra's Enterprise Improvement Team (EIT) received recommendations for improving internal and inter-divisional communication. These included implementing daily meetings where all employees' could share progress updates, and report potential issues. Employees began using an idea board to share notes and ideas. This board also allows the management to spend time reviewing team suggestions and proposals. Activities outside of working hours were organized for employees to improve relationships.

### PRODUCTION FLOOR



#### Findings

The connection between the workplace and parking lot caused inefficient production flow.

#### Actions

The EIT Team relocated the parking lot to an empty area outside the production floor



#### PIC

Aesta Fajar

#### Outcome

The parking lot is separated from the production floor

#### Findings

The outcome is a clean and spacious production floor, with an improved production flow

### PRODUCTION FLOOR



#### Findings

The production area had an untidy pile of remnants.

#### Actions

The EIT Team sorted remnants by size.



#### PIC

Wajid

#### Outcome

Remnants are neatly categorized by size.

#### Findings

Use raw materials more efficiently saves the company US\$ 6,200million per year.

After strategies to improve communication were shared and implemented, training moved to the production floor. Before SCORE Training, leftover material was poorly managed and stored. The trainer and the EIT introduced a system to categorize materials by size. This allowed production employees to find materials easily.

### ► Additional SCORE Training benefits

The improved workflows and more efficient handling of leftover materials allows Alra to save US\$ 6,200 annually. Implementing the 5S system also allows employees to clock in less overtime, which contributes to further savings, and an improved work-life balance.

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