



► Case Study

► Addressing Senalapan's Challenges through SCORE Training

Company profile

Company Name	PT. Senalapan Perkasa Indonesia. Established in 2011
Address	Jl. Pamahan Raya No. 212 AB
Number of Employees	14
Founder	Emil Harley
Manager	Nunuk Indrawati
Main product	Ultrasonic Cleaning, Washing Machine, Shot Blasting

SCORE Training is very useful for SMEs like ours that wish to grow, develop 'go global,' and continue applying and improving its processes to gain success.



Emil Harley

Founder and Owner of PT Senalapan Perkasa Indonesia

Each division can now handle order faster because goods are properly arranged, enabling us to achieve a higher efficiency. Our workplace is also more comfortable. SCORE Training brings many benefits for Senalapan.



Nunuk Indrawati

Operational Manager of PT Senalapan Perkasa Indonesia

► Senalapan's challenges before SCORE Training

PT Senalapan Perkasa Indonesia is a manufacturing company with 14 employees. It produces and supplies automotive components for washing machines. Before SCORE Training, communication problems within the company were impeding its progress.

In addition, irregular meetings and applying the 5S method inconsistently created an inefficient workplace. These issues also caused low productivity and delayed deliveries. Elaborating on this issue, Emil Harley – Senalapan's owner – said:

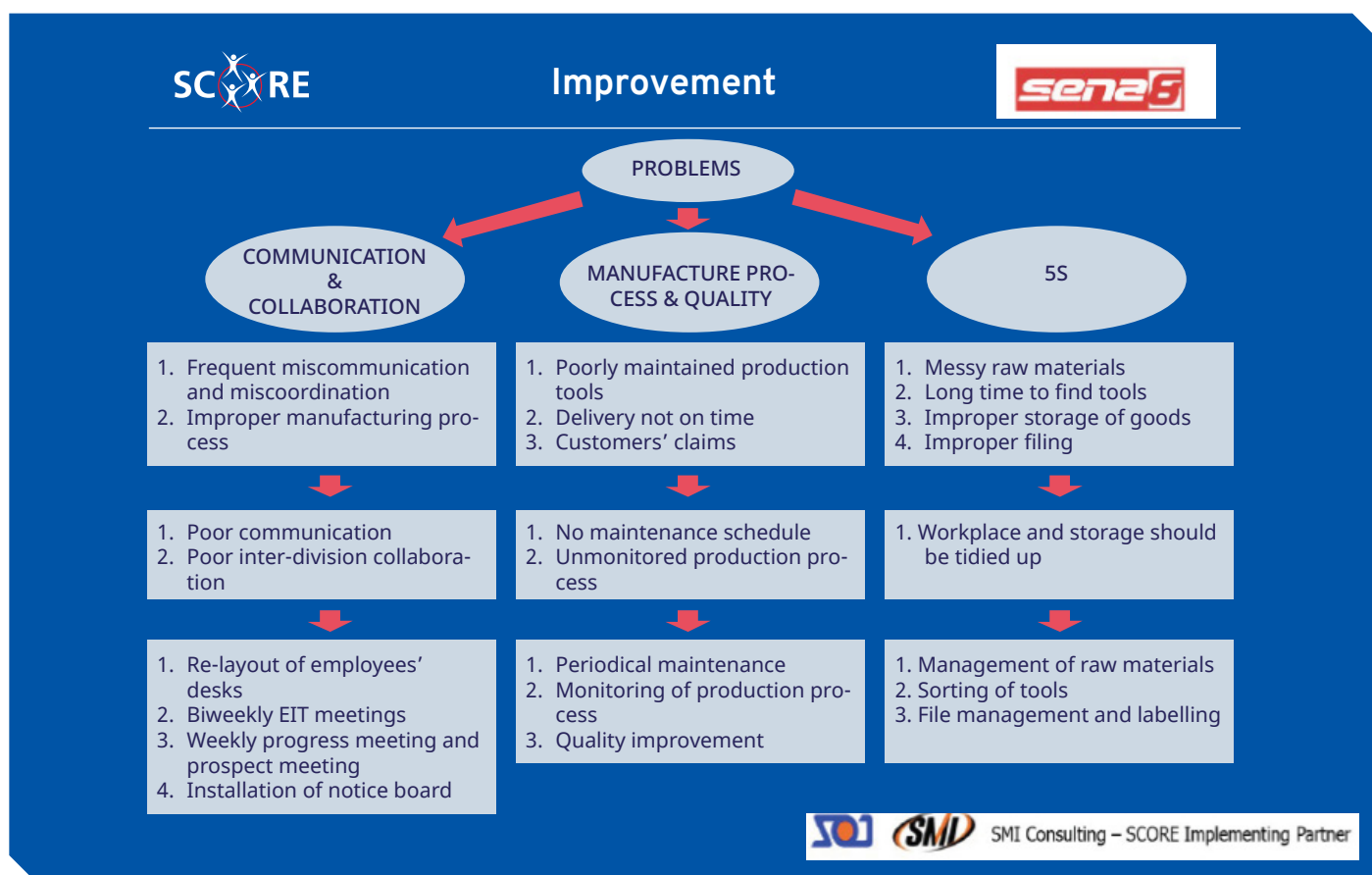
"Late delivery has a large impact: it affects our credibility among customers, and is caused by inefficient working processes. It also causes longer working hours and extra machine use."

In 2019, Semut Management Indonesia (SMI), an implementing partner of the ILO, suggested the SCORE Training Workplace Cooperation Module. This module focuses on improving communication, particularly between production workers and the management.

► SCORE Training process

Regular team meetings were planned to address communication challenges. A notice board was installed for employees from all divisions to provide updated data and progress. "We require all teams to use the board so that everyone can get the latest information and has a clear/ concrete idea about it," Harley explained.

The 5S method was also applied with greater consistency. Mr. Isnanto, the SCORE Training trainer, and the Senalapan staff rearranged production remnants. They also found strategies to make existing ones useable.



► Overall benefits of SCORE Training for Senalapan

After participating in SCORE Training, Senalapan reported positive impacts in many areas of the company. These included better relations between employees and management, improved discipline, and a more comfortable workplace environment. Labeling production tools enabled faster work processes. In addition, an improved layout and work relationships brought positive financial impacts.

Thanks to increased time efficiency, the company receives ample financial benefits. Improved space efficiency saved US\$192 per year. Decreased power

consumption saved US\$ 186 annually. Using machines more efficiently saved US\$ 270 per year, while power saving amounted to US\$ 4,322 per year. A one-time delivery system prevents order delays and saves US\$ 9,593 per year. Therefore, Senalapan's total cost saving after SCORE Training is US\$ 14,450 per year.

According to Harley, SCORE Training benefitted the company in several ways. The company now enjoys a better reputation, and reports increased confidence amongst both clients and employees. Finally, because SCORE Training creates continuous improvement, it also enables Senalapan to prepare for future challenges, and establish itself as a competitive company in international markets.

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