Capacity Building and Continuous Improvement

UL helps develop long-term solutions to improve business practices and productivity.

Our Capacity Building and Continuous Improvement program takes a holistic approach to solving root issues identified during the CSR audit process. Often, audit findings bring to light systemic issues in management systems and operations affecting labor management, quality and cost.

Addressing the systemic issues as part of a comprehensive Capacity-Building and Management Advisory program can provide benefits to all stakeholders in the value chain. CBMA program benefits can include:

For Factories
- Increased productivity due to optimization of manufacturing systems, with tools necessary to develop continuous improvement processes
- Improved worker retention through enhanced training, communication, and HR management systems
- Compliance with laws and standards

For Vendors/Agents/Licensees/Suppliers
- Streamlined and integrated remediation process to address root causes
- Increased oversight of factory management systems through a proactive approach to social responsibility implementation
- Compliance with laws and standards, and the ability to better meet client requirements

For Brands and Retailers
- Delivered ROI on responsible sourcing practices
- Assisted management of continuous improvement programs
- Improved reporting systems by implementing Key Performance Indicator (KPI) measurements across the manufacturing value chain

For more information, email RSinfo@ul.com or visit ul.com
Pre-Engagement Meetings introduce the program to the factory or vendor and includes a review of expectations of transparency, return on investment, client program requirements and specific clarification on deliverables.

Systems Gap Assessments evaluate root causes of non-compliance throughout the manufacturing facility, over a multi-day process. Target areas include: factory management, policies, training, communications, monitoring, and governance. Topic-specific gap assessments can also be conducted.

Implementation Planning Consultations develops a long-term continuous improvement strategy for the factory to work towards by prioritizing supply value chain stakeholder goals.

Assisted Program Management implements in-country CSR programs via field staff who communicate project goals and program expectations. Field staff is responsible for visiting facilities, assisting in program implementation, and reporting progress directly to brand and retail clients.

On-Site and Remote Advisory Services support the factory through training, management advisory meetings, identification of next steps, and the development of KPIs for continuous improvement.

Vendor and Agent Compliance Programs promote collaboration between vendors and agents within manufacturing channels to develop sustainable remediation programs that meet client expectations.

Factory Communication Systems focus on strengthening worker engagement by creating a structured system for two-way dialogue between workers and management that enables employee concerns and suggestions to be collected, correctly routed, recorded and answered in a structured and consistent way.

Employee Handbooks that clearly outline rights and responsibilities of workers and management are created in conjunction with the factory to help deliver a productive, predictable workforce. Training plans are developed in all applicable languages. Compliance Manuals assist vendors, importers and licensees in understanding client and legal expectations.

Performance Indicator Reporting delivers key insights based on a frequent self-reporting process with key suppliers and demonstrates factory progress toward benchmarked goals.

UL is a leading global provider of responsible auditing and ethical sourcing consulting services, which include monitoring, training, research and program development. With offices in over 30 countries across five continents, UL Responsible Sourcing has the global footprint to provide services in over 140 countries.

For more information, email RSinfo@ul.com or visit ul.com

UL offers a fully integrated program that includes the following components:

- CAPACITY BUILDING AND CONTINUOUS IMPROVEMENT
- STRATEGIC PLANNING
- NEEDS ASSESSMENTS
- PROGRAM IMPLEMENTATION
- PROGRAM ASSESSMENTS AND MILESTONE MAPPING