

# Technical Cooperation Projects in Costa Rica

Japan International Cooperation Agency



## Formation of facilitators to improving the quality and productivity of SMEs in the Central American and Caribbean Region

<b>Objetive</b>	To strengthen the institutional capacity and developing human resources in the region of Central America and the Caribbean, to support small and medium enterprises (SMEs), focusing on the Japanese style of improving productivity and quality
<b>Counterpart Institution</b>	Productivity and Quality Center of the National Technical University (UTN-CECAPRO)
<b>budget allocation</b>	overall value implementation for \$ 1.477,769.70
<b>Duration of the project</b>	2009-2012
<b>results obtained</b>	After completing the first two cycles of training, the project was able to implement continuous improvement programs in 112 companies, of the eight participating countries, companies becoming model for the region. In addition, the consultant team of UTN managed to train 57 participants and facilitators who replicate this

Under the model of technical cooperation project we recently quoting the draft model cooperation triangular scholarship "Capacity Development Facilitators to improve Productivity and Quality of Small and Medium Enterprises in the region of Central America and the Caribbean," in which involved 8 countries (Belize, Guatemala, Honduras, El Salvador, Nicaragua, Costa Rica, Panama and Dominican Republic), which lasted three years from 2009 to 2012, divided into two cycles of 1.5 years each.



It culminated with the graduation of 56 Facilitators belonging to public institutions, chambers and NGOs working directly supporting SMEs in areas such as:

- Productivity Management
- Methodology Consulting
- Modern management
- Kaizen
- 5S
- Business Plan
- Inventory Management
- Bases of Engineering
- Administration Management
- Environmental Management
- Japanese Approach to SME Development



Also during this project candidates facilitator in the training phase with a duration of 1.5 years, had to apply their knowledge, implementing Japanese techniques of quality and productivity in the pilot companies that received free consultancy high level, being obtained certification at the end of project 112 companies that met all the program as a pilot.

consultancies in the pilot companies achieved many entrepreneurs and MSMEs obtain :

- Changing mindsets
- Opportunities for market expansion
- Preparation of manuals , procedures, rules and regulations
- Development tools inventory control, Administrative Management
- Improved controls production, distribution of plant
- Application of good manufacturing practices
- Supplier classification
- Formation of continuous improvement teams
- Environmental awareness.
- Management for Waste



- Awareness of employees on the importance of personal hygiene in the production process .
- Recognition of the importance of the measurement and the control for improving productivity .
- Increase in work performance .
- Work Incentives ( Performance Management ) .
- Opportunity business expansion.
- Delegation of responsibilities.
- Personal and professional development .
- Logical and systematic arrangement
- ISO Document Review
- HACCP training
- Development of Strategic Framework
- Business Plan
- Quality Management
- Developing informational materials and advertising support in business



<b>TRAINING CONDUCTED</b>	<b>PARTICIPANTS</b>
Companies employees	3.081
seminars	556
Seminars in institutions	1.200
videoconferencing	1.231
Conversations on other projects	45
Intensive Training Facilitators	56
qualified companies	112
	150
<b>TOTAL</b>	<b>6.437</b>

