

A group of people, mostly women, are seated at tables in a room, possibly a classroom or meeting space. They appear to be engaged in a discussion or activity. In the background, a banner is visible with logos for USAID and other organizations, along with text in Lao and English. The text on the banner includes "Sustainable Improvement of Home Textiles Through Laos Business Ecosystem".

**Soft Skills to build a lasting
relationship with your producers
Communication skill
Product quality management & control**

STELLA

Ms. Anousone PHIMMACHANH



#1

OBJECTIVES

OBJECTIVES

- ✓ Improving organizing skills including team & task management and time-management skills
- ✓ Strengthening communication skills
- ✓ Improve documentation skills and price calculation
- ✓ Improve other awareness and skills on:
 - Commitment and professionalism
 - Negotiating skills
 - Entrepreneur skills

MAIN SKILLS TO FOCUS

- Organizing skills: The skills to organize the weavers into a group to effectively deliver an order. The current production model is that companies work with producer leaders, who negotiate on prices, delivery terms, etc. Then this producer leaders have to organize the work from dyeing, weaving, finishing, etc. among their members to deliver the order to companies. The producer leader's organizing skill is a linkage that needs to be enhanced, as orders from producer groups usually are late with inconsistent quality.



MAIN SKILLS TO FOCUS

- Building appropriate model for dividing the work amongst members (such as dividing orders among the members of the producers group).
- Communication skills: Communication between companies and producer leaders, and from producer leaders to their weavers. Currently, the communication b/w companies and producer leaders are weak. The producer groups can go no contact even when the order deadline is coming, or having miscommunication about the quality, quantity, etc.

MAIN SKILLS TO FOCUS

- Documentation skills: Documentation of the order (order specifics) from companies to producer groups, and within the producer groups. Usually, the producer leaders have no documentation about the order, most things are just by oral communication. This is a reason for miscommunication, and wrong final products. The producers don't document their costs also, which makes it hard for them to negotiate a good price.



#2

MAIN ISSUES'

DESCRIPTIONS



Main issues of producer group

- Weather not suitable for dyeing new color of some new order, especially rainy season
- Price agreement of new order
- Wrong design and color
- Some groups don't have enough raw materials and do not have skills to produce complex design



Main issues of Leader/middleman/representative

- Don't have common agreement within group or group regulation
- Overlap order
- Price agreement
- Accept order with multi-clients, can't fulfill order
- Don't have accounting record system and no clear incentive percentage between business and leaders
- Cultural event that effect production timeframe
- Members do not trust leaders

#3

RECOMMENDATIONS



Producer group

- MSMEs support to explore new technique or equipment to speed up drying process after dye or give more time for producers to send order
- Must do in participatory ways between producers, leaders and business to ensure transparency



Producer group

- Provide sample and follow up more often
- Further discuss in each specific group to provide specific technical support

Leader/middleman/representative

- Set up clear agreement on pricing and quality control system
- Recheck production capacity of producers
- Participatory agree within group
- Reject order or set up clearer timeframe with clients
- Set up record system and set up clear agreement with clients
- Improve time management
- Develop clear agreement with producers with support of business closely to build trust and show transparency