



WATER MANAGEMENT

ONLINE COURSES

Academic Year: 2016
Specialization:
Module Coordinator: Tutusaus Luque, M. (Mireia)

Module Name	Module Code	Credit Points
Benchmarking for improved water	985	0

Target Group	Prerequisites
Junior and mid-career professionals from water and sanitation utilities, regulatory agencies, government, departments and NGOs; postgraduate students	Bachelor's degree or equivalent, and/or 2 years of relevant working experience

Assessment

%	Format	(Comment)
---	--------	-----------

Learning Objectives

Upon completion of the module participants will be able to..

- Understand the objectives and approaches to benchmarking and its application in the public and private sectors;
- Know the application and use of benchmarking by regulators, utilities and other stakeholders in the water and sanitation sector;
- Know the legislative and regulatory experiences relative to the institutionalisation of water and sanitation utility benchmarking
- Know the prevailing objectives, approaches, methods and practices in drinking water and sanitation benchmarking, including their strengths, weaknesses, costs and benefits;
- Be able to identify specific performance indicators to typical organisational objectives of water utilities in emerging economies, including improvement of services to the poor, reduction of NRW and others
- Be able to contribute to the design of a benchmarking framework based on specific organisational objectives.



Topics and Learning Activities

TOPIC: 1. Introduction to benchmarking

DESCRIPTION: Origin and development; methodology, classification; application in the public and private sectors and regions;

TOPIC: 2. Application of benchmarking to the water and sanitation sector:

DESCRIPTION: use by regulators, utilities and other stakeholders; objectives, approaches and practices; strengths, weaknesses, costs and benefits;

TOPIC: 3. Institutionalisation of watsan benchmarking

DESCRIPTION: compulsory benchmarking and related legislation and regulation; voluntary benchmarking; regional and national benchmarking experiences

TOPIC: 4. Benchmarking experience in the watsan sector:

DESCRIPTION: : principles, methods, experiences, key indicators, data availability, collection and reliability, internal and cross utility comparison of results, application by regulators, incentive systems for performance improvement

TOPIC: 5. Exercise "water utility performance assessment"; Role play: "water utility performance improvement"; Site visits to utilities, regulators or other stakeholders

TOPIC: 6. Use of benchmarking to address specific challenges of urban water utilities in emerging economies

DESCRIPTION: uncontrolled urban growth and informal settlements, poverty and inequity, poor municipal and utility governance, low utility effectiveness and efficiency, non-pressurized piped supply, unsafe water quality, high levels of unaccounted for water, low tariffs and collection efficiencies, etc.

TOPIC: 7. Development and operation of a performance assessment system:

DESCRIPTION: choice of appropriate and SMART indicators, data quality and reliability, performance monitoring system, commitment of participating utilities/units, management and cost.

Lecturing Material

- ...

Scientific software

None