WATER MANAGEMENT

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

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<td>Benchmarking for improved water</td>
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Target Group
Junior and mid-career professionals from water and sanitation utilities, regulatory agencies, government, departments and NGOs; postgraduate students

Prerequisites
Bachelor's degree or equivalent, and/or 2 years of relevant working experience

Assessment

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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