

PERFORMANCE MANAGEMENT THROUGH BENCHMARKING

Course Description

One of the main challenges faced by water supply and sewerage utilities is performance improvement. This training course aims to raise awareness on using benchmarking as a valuable internal tool in performance improvement. The training course addresses issues related to the performance improvement program, prerequisites of a successful benchmarking process, alignment of benchmarking activities with strategic objectives, data acquisition and validation, as well as identification and prioritization of improvement actions.

Participants will gain the necessary knowledge and skills to use the data collected and analysed during the benchmarking process for the improvement of the utility's performance.



Target Group

This training course has been developed for professionals of water supply and sewerage utilities, and it is especially useful for managers and reporting specialists.

Objectives of the Training Course

At the end of this training course, the participants will be able to:

- Recognize the issues to be addressed in moving from strategic goals to improved performance;
- Develop a complete performance improvement program and action plan;

- Recognize the importance of benchmarking as a means of improvement;
- Recognize the importance of aligning benchmarking activities with strategic activities;
- Explain the importance of performance assessment;
- Recognize the quality of information during the data collection step;
- Recognize the necessity of data validation;
- Recognize the importance of performing an internal analysis;
- Apply a trend analysis for the selected indicators;
- Identify the improvement actions;
- Prioritize improvement action.

Training Method

The training is based on lectures presented in PowerPoint, combined with discussions and case studies. In addition to lectures and discussions, participants will analyse specific case studies.

Training Course Materials

The participants of this training course will be provided with the Training Manual "Performance Management through Benchmarking". In addition, the participants will receive certificates of attendance.

Registration Fee

Members of SHUKALB/SHUKOS:
22,000 ALL/person

Non-members: 25,000 ALL/person.

This fee includes course materials, coffee and lunch breaks.