

# IWRA World Water Congress

## Capacity building: the challenge of measuring! WIKTI experience

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Cancun, 30th<sup>th</sup> Mai 2017

ready for the resource revolution



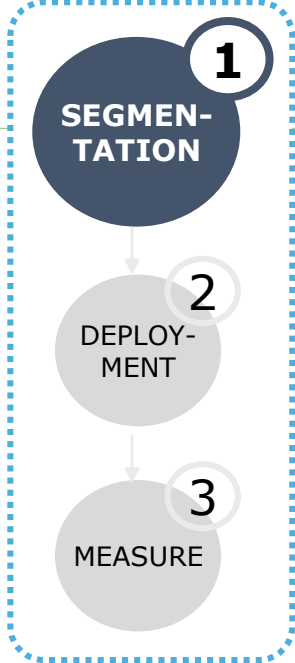
# Principle: 3-step methodology



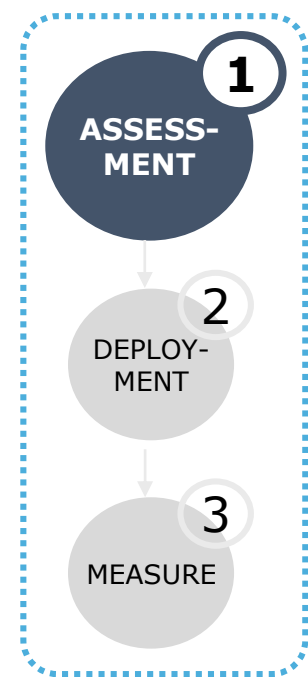
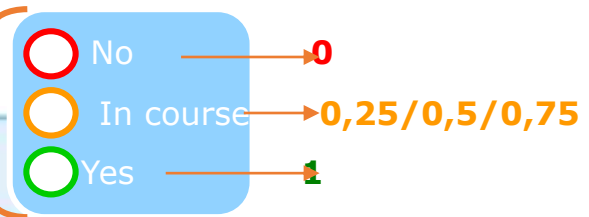
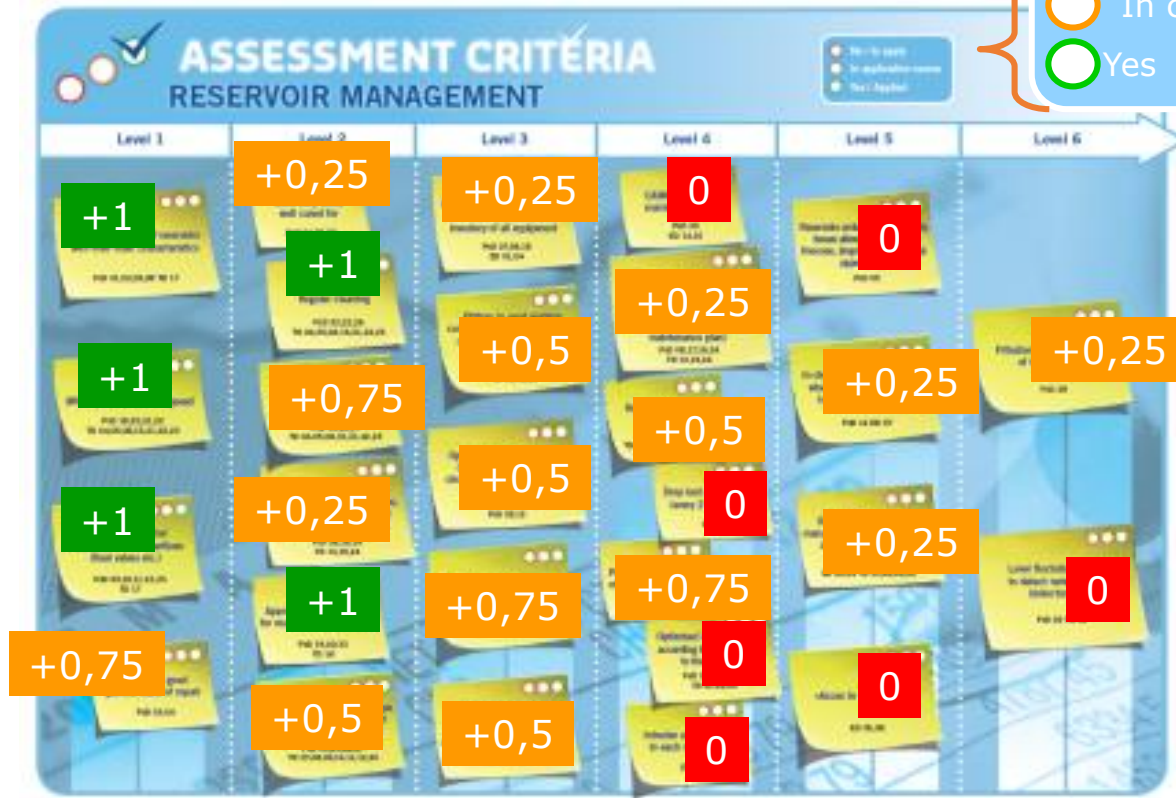
# Step 1.1 : Segmentation

38 business processes

DRINKING WATER	WASTEWATER	CUSTOMER SERVICES	TRANSVERSAL
10 Processes	10 Processes	9 Processes	9 Processes
RESOURCE MANAGEMENT	SEWER DIAGNOSIS	CUSTOMER DATABASE MANAGEMENT	HUMAN RESOURCES / TRAINING
WATER TREATMENT PLANT & PUMPING	SEWER CLEANING	METER MANAGEMENT	ACCOUNTING / CONTROLLING
LABORATORY AND WATER QUALITY CONTROL	SEWAGE NETWORK MANAGEMENT	METER READING	PREVENTION / HEALTH & SAFETY
TRANSPORT NETWORK MANAGEMENT	PUMPING STATIONS	INVOICING / BILLING	CRISIS MANAGEMENT
RESERVOIR MANAGEMENT	WASTEWATER TREATMENT PLANT MANAGEMENT	PAYMENTS / COLLECTION	INFORMATION TECHNOLOGY
DISTRIBUTION NETWORK OPERATIONAL MANAGEMENT	SLUDGE TREATMENT & RECOVERY	DEBT RECOVERY	REAL TIME MONITORING
LEAK DETECTION	LABORATORY & DISCHARGE CONTROL	CUSTOMER CONTACT	ASSET MANAGEMENT
ELECTROMECHANICAL MAINTENANCE - DRINKING WATER	ELECTROMECHANICAL MAINTENANCE - WASTEWATER	MANAGEMENT OF NEW CONNECTIONS	LOGISTICS / VEHICLES / TOOLS / WORKSHOP
MAINTENANCE OPERATIONS & SITE WORKS - CONNECTIONS & NETWORK	CONNECTIONS & SITE WORKS - WASTEWATER	EXTERNAL COMMUNICATION	BUILDING MAINTENANCE / GENERAL SERVICES
WATER NETWORK MAPPING	SEWER NETWORK MAPPING		

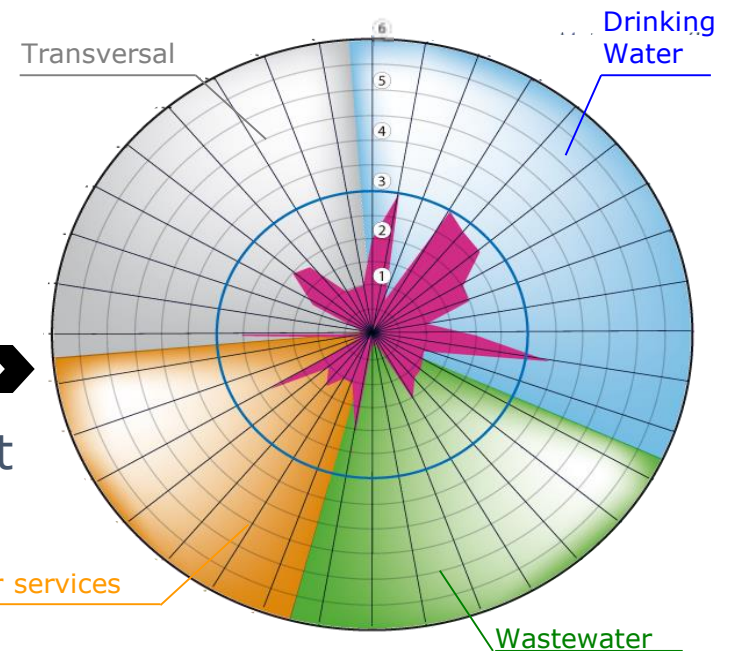


# Step 1.2 : Assessment



Starting level  
= 2,53

**x 38** **»»»»**  
360° assessment

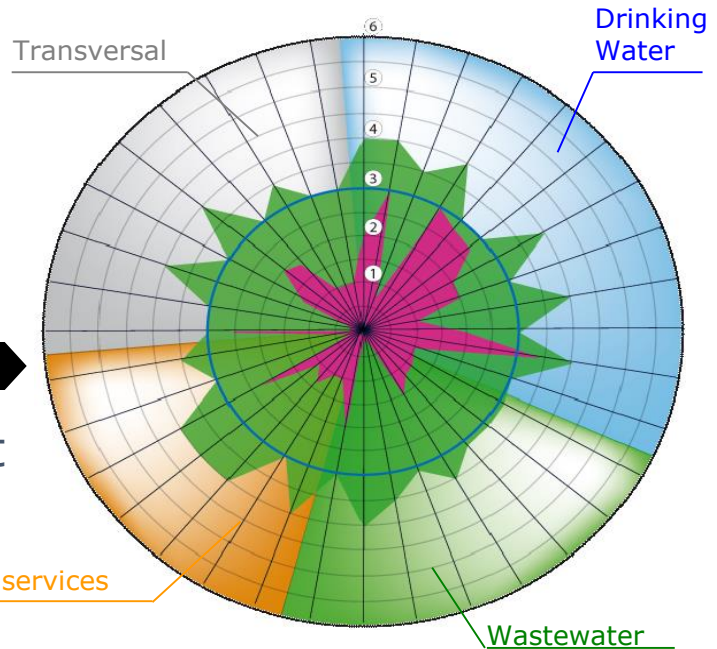
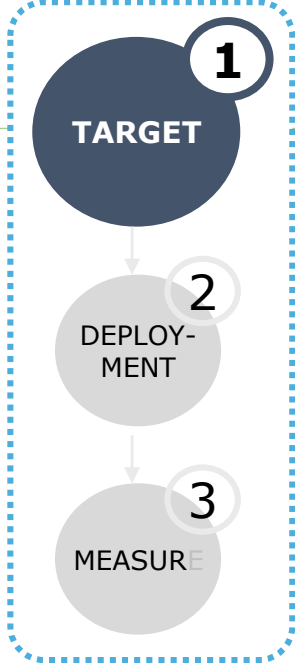


# Step 1.3 : Target



Starting level      Target level

**x 38** **»»»»**  
360° assessment



# Step 2: deployment

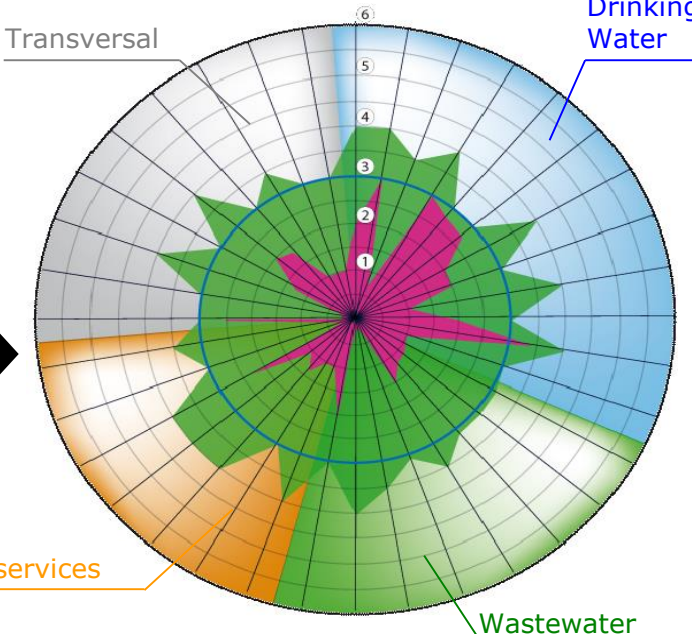
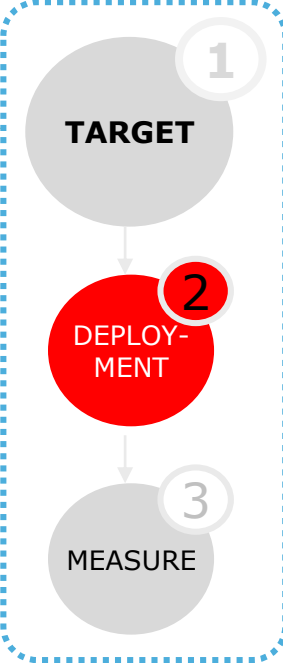


**ACTIONS** →

Starting level

Target level

**x 38** ➤➤➤  
360° assessment



# Step 3 : Measure

## • TRANSVERSAL

- Logistique / Véhicules / Outillage / Magasin
- Entretien bâtiments / Services généraux
- Prévention / Hygiène & Sécurité
- Gestion de crise
- Ressources humaines / Formation
- Gestion du personnel
- Informatique
- Droit / Fiscalité
- Comptabilité / Contrôle de gestion
- Information / Communication
- Gestion des dossiers de nouveaux branchements
- Accueil clientèle
- Facturation / Encaissement / Recouvrement
- Relevé des compteurs
- Gestion du parc compteurs
- Gestion fichier client

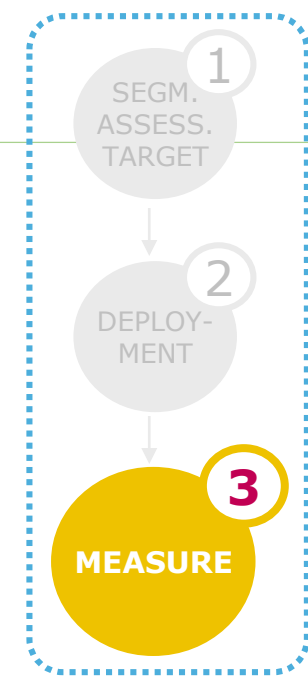
## • DRINKING WATER

- Gestion de la ressource
- Exploitation des stations de traitement
- Maintenance électromécanique
- Laboratoire & contrôle
- Gestion des adductrices
- Gestion des réservoirs
- Gestion des flux
- Entretien du réseau secondaire
- Recherche de fuites
- Réalisation des branchements et travaux
- Cartographie du réseau
- Renouvellement du réseau
- Visite du réseau
- Curage du réseau
- Connaissance hydraulique
- Entretien des postes de relèvement et refoulement
- Exploitation des stations d'épuration
- Laboratoire assainissement / environnement
- Cartographie du réseau d'assainissement
- Réalisation des branchements et travaux d'assainissement

## • CUSTOMER SERVICES

## • WASTEWATER

- Starting assess.
- Year 2
- Year 3
- Year 4
- Year 5
- Target



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Thank You

ready for the resource revolution

