

Setting Workshop context and objectives

- Why are we meeting?
- How did we get to this point?
- What do we hope to achieve by the time we leave?
- What is the role of each of us?
- How will the workshop work?

We are here to discuss:

“A systematic process for securing continual improvement through comparison with relevant and achievable internal or external norms and standards”

Malano & Burton (2002)

And how such concepts could be relevantly applied to river basin organizations

Keep it Simple and Understandable.

Benchmarking is only useful (i) if it can be understood, and (ii) if it leads to action, improvements, and results. The NARBO benchmarking system to be developed should therefore be simple and understandable to lay people, to the general public. The indicator set should ideally be around five or six. These indicators could, however, be “composite indicators” that take into account various factors. I suggest it is better to avoid designing overly detailed and quantitative methods.

Wouter Linklaen Arriens, October, 2004

Use Peer Review Process.

Benchmarking is a process, and I suggest that its implementation take place through peer reviews. The peer reviews would be carried out by representatives of other RBO and non-RBO NARBO members, in a one-week visit. To prepare for such a peer review visit, the host RBO may have to prepare information in advance, and do a preliminary “

Wouter Linklaen Arriens, October, 2004

Recognize Large and Small RBOs.

There are big, well-established RBOs in our region, as well as small, newly-established RBOs. It may be unrealistic to expect that one set of benchmarking indicators can apply to both types of RBOs. So the IWMI design team should receive the flexibility to consider if two sets of indicators may need to be developed to meet the needs of these different RBOs.

Wouter Linklaen Arriens, October, 2004

By the end of workshop:-

- **We hope to have:**
 - **A shared vision of benchmarking for RBOs**
 - **An agreed set of performance indicators for key areas of RBO operation**
 - **A set of RBOs wanting to pilot the benchmarking approach (“1st-Adopters”)**