



Proposal for the 2005 SEAWUN Benchmarking Program

An overview

(20 minutes)

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SEAWUN Benchmarking Objective



- Building
 - understanding, awareness and performance improvement
- through
 - sharing of strengths and weaknesses
- with
 - Sister Water Utilities in South East Asia”

Lessons learnt from 1st year program

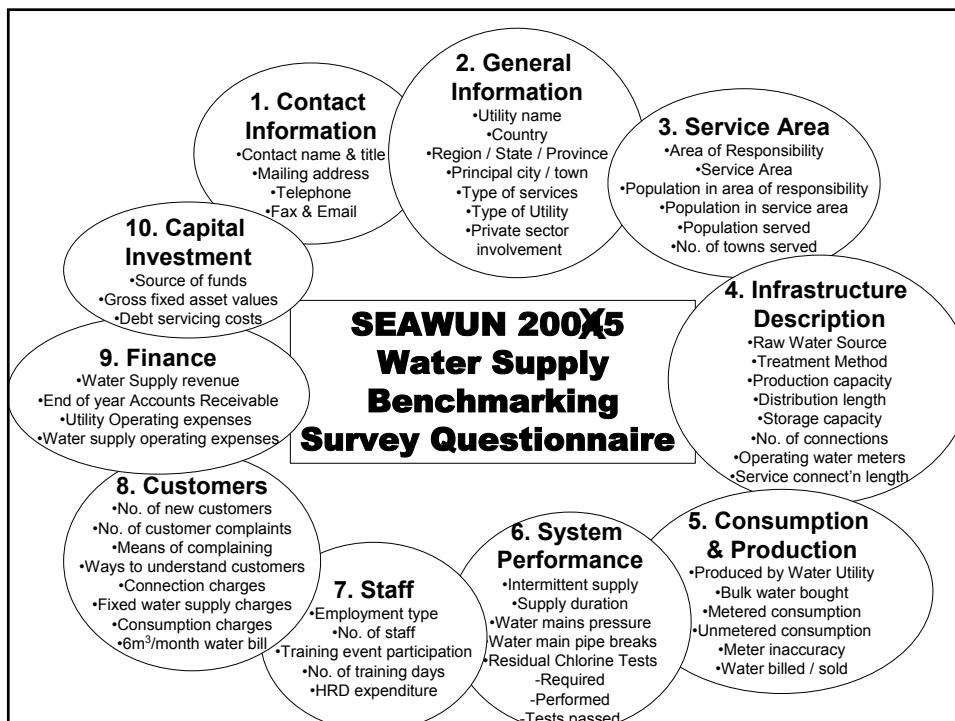
1. In many water utilities, benchmarking is a relatively new
2. Variety of understanding between water utilities
3. Some areas of benchmarking currently not undertaken
4. Focus in some countries on financial aspects, other - technical aspects
5. Difficulties in some water utilities to collect basic information
6. Takes time to make administrative arrangements for the collation of data for the survey
7. Need to be realistic in data processing requirements and capabilities
8. Need for 'education' of water utilities in benchmarking concepts

What do we need to do better?

- Clearer explanations of information sought from survey
- Immediate feedback on calculated performance measures
- Decentralise information collection & collation
- Market the benefits and advantages of participating in benchmarking
- Need to provide support for specific areas of weakness revealed in the benchmark survey
- Improve communications & networking

Proposal for 2005 - OUTLINE

- Use same survey form as for 2004 – with some adjustments
- Revise / upgrade explanatory notes
- Seek updated information from 2004 survey participants & include new water utilities
- Set up a SEAWUN benchmarking network
 - Training of network participants
 - Decentralise data collection and collation
 - Provide immediate feedback on performance measures (use of XLS processing system)
- Further upgrade of HTML system on internet and CD
- Collation of results from all countries in SEAWUN H.O. (Hanoi) & distribution to key stakeholders



Performance Indicators



Customer Indicators

- Demography
- Connections
- Water consumption
- Customer interactions



Water supply system O&M

- System input
 - volumes, reliability
- Distribution
 - size, water quality & performance



Human resources

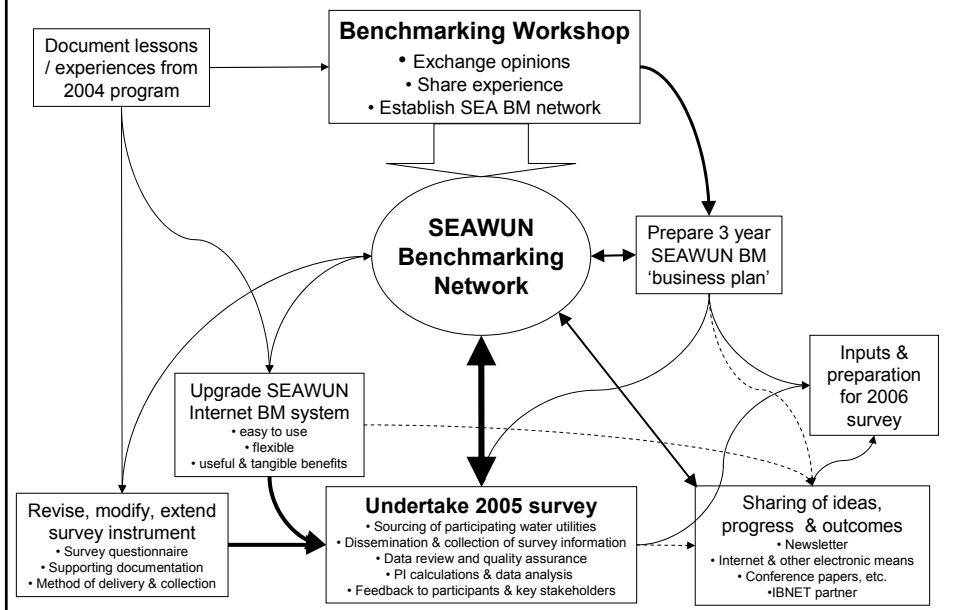
- Human resource utilization
- Human resource development
- Human resources costs



Finance

- Working ratios
- Revenue
- Expenses
- Fixed Assets

A Framework for 2005 Benchmarking



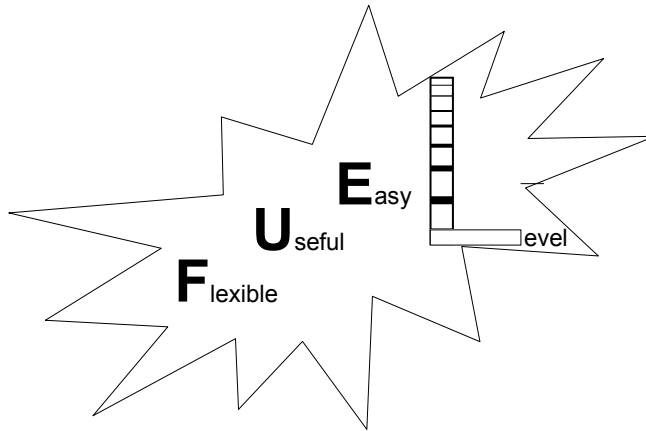
Implementing the Framework

- **MOST IMPORTANT**
 - Setting up the SEAWUN Benchmarking Network
- **Current Status**
 - Results & lessons learnt for 2004 program documented
 - Benchmarking workshop – late July?
- **To do**
 - Agreement of key stakeholders
 - Set up network and update systems
 - Training / capacity building of country facilitators
 - Undertake survey, collate, analyse & report / distribute

Specific Issues

- **Benchmarking workshop**
 - Key to setting up the BM network
 - When, where & who
- **Business planning**
 - May start with ODA support but need to plan for self sufficiency and delivery of benefits to participants
 - Initiated at BM workshop
- **Communication**
 - Is key to gathering support & deliver of results
 - Needs to be properly resourced
- **Resources for Benchmarking**
 - To realise benefits needs commitment and sufficient resources
 - Not a part-time activity
- **Benchmarking system**
 - Internet based and also as stand-alone (CD)
 - Development of tools that allow BM information to deliver benefits

Design of Benchmarking Systems



Timetable

Work items	2005						2006			
	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Approval of proposal	■									
Benchmarking Workshop		■	■	■						
Appointment of country coordinators			■	■	■					
Preparation of 3 year 'Business Plan'				■	■					
Prepare 2005 survey questionnaire			■	■	■					
Upgrading Benchmarking computer system				■	■					
SEAWUN benchmarking newsletter					■	■				
Training of Country Coordinators						■	■			
Undertake the 2005 Survey							■	■		
Quality assurance and data review								■	■	
Data Analysis & report preparation									■	■
Printing & distribution of 'data book' / reports										■

Note: this is draft only for discussion purposes only

Actions required

- Strong support from the users of the information / systems
 - To create the 'demand' for SEAWUN benchmarking
- Approval of funding to permit implementation
- Sourcing & appointment of persons to implement the program

The future of SEAWUN benchmarking

- Conditional on
 - 'groundswell' of support for SEAWUN benchmarking
 - and delivery of benefits of benchmarking to users
- Seek to achieve:
 - Greatly expand no. of participants for water supply
 - To say 25% of water utilities (~500)
 - Significantly improve the quality of data
 - Expand into benchmarking of sanitation services
 - Over future years track changes in performance
 - Establish comparisons with 'Worlds Best Practice' for SEA
 - Contribute to performance improvements and service delivery through effective exchange between water utilities