

Setting up the SEAWUN Benchmarking Program

An overview

(10 minutes)

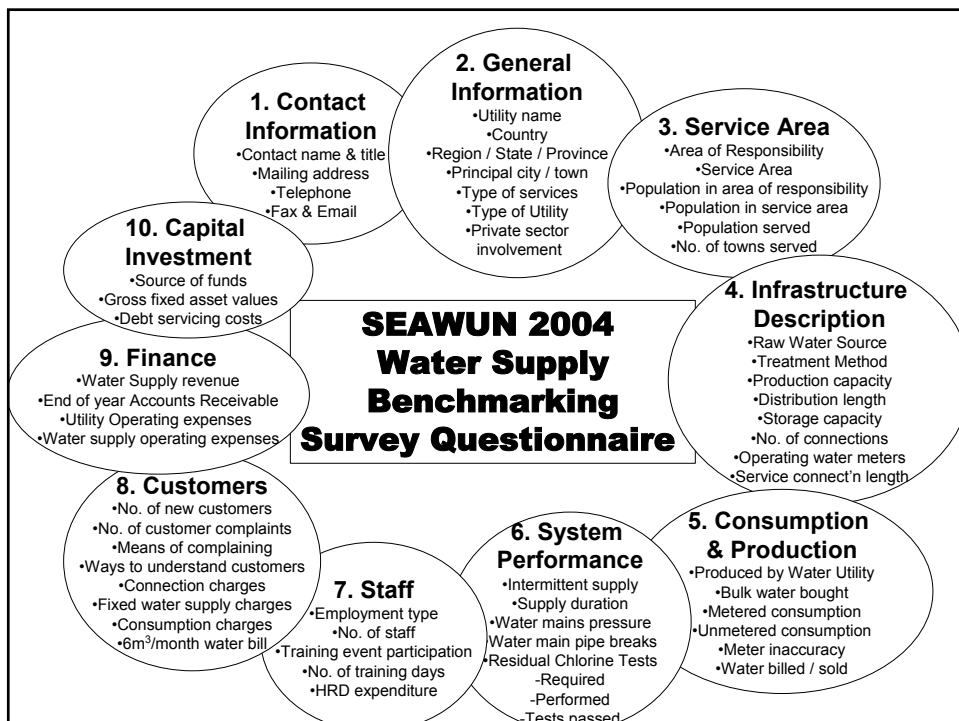
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Objective of the SEAWUN Benchmarking Survey

- To initiate an ongoing program of benchmarking of water utilities in South East Asia
- To introduce a benchmarking system that:
 - Covers all the key issues of managing a water utility
 - Is compatible with other BM system (e.g. IBNET)
 - Produces useful results and benefits to participating water utilities
 - That in the long run will become self sustaining

SEAWUN Benchmarking Survey

- Develop a 5 page Survey form
 - Composite of IBNET and SEA BM surveys
 - is smaller than others (61 questions)
 - Covers 10 areas – see next slide
 - Survey form collects 'Base Data' only
 - Survey form support by 22 page 'Explanatory Notes'
- From 'Base Data' calculate a range of 'Performance Measures' (82)
 - Cover all aspects of water utility operations
 - Use similar approach to IBNET system



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

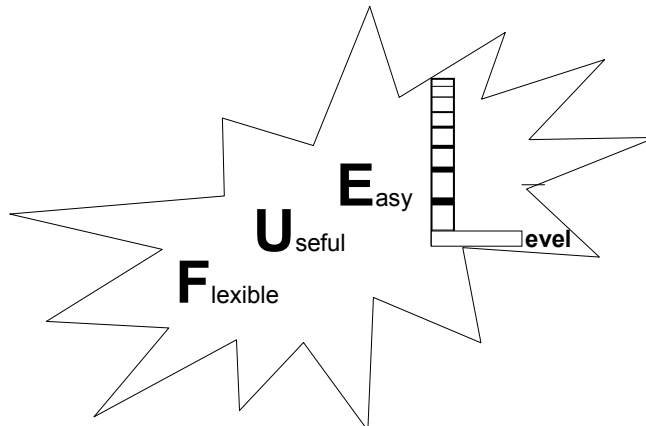
- Human resource utilization
- Human resource development
- Human resources costs



Finance

- Working ratios
- Revenue
- Expenses
- Fixed Assets

Design of supporting systems



Data Entry and Analysis

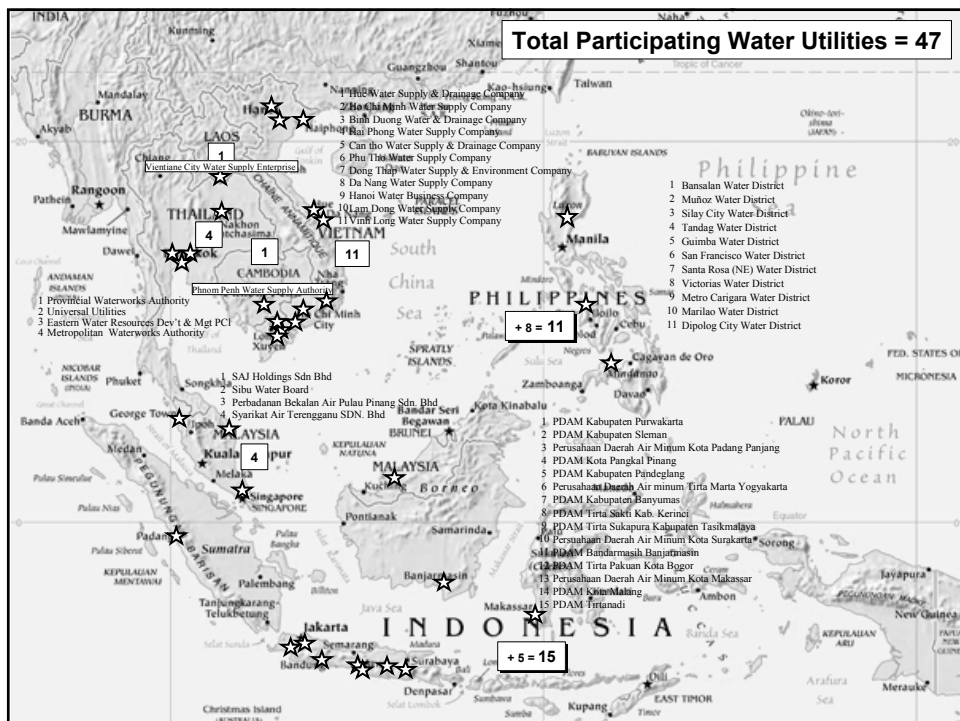
- Develop concepts initially in EXCEL spreadsheet
 - Data sheets & calculation of performance measures
 - Variety of tabular, graphical and diagrammatic tools for presentations of results
 - See next slide for list – also examples in next PPT
- Development of Internet based system to review data and results
 - see www.seawun.org/benchmarking
 - Next presentation will demonstrate this system
- NOTE:
 - This is considered a very important part of SEAWUN BM
 - To make it useful with obvious benefits

Analysis tools in Excel system

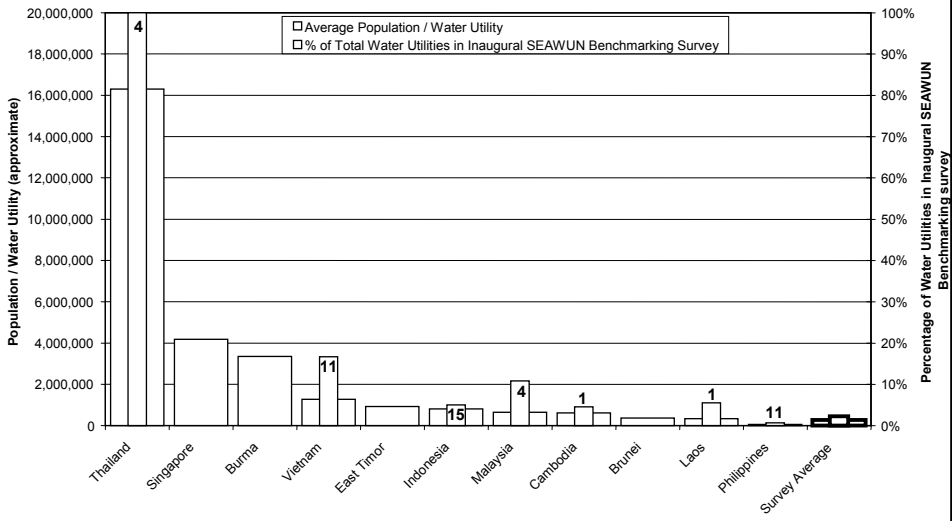
- **Tables**
 1. Full list (5 pages) of base data for a selected water utility
 2. Full list (5 pages) of calculated Performance Indicators for a selected water utility
 3. Selection of parameters and water utilities
 4. Ranked data tables – so far only complete for Customer Performance Indicators
- **Charts**
 - 1.1.1 Bar chart for a selected BM parameter for all water utilities
 - 1.1.2 As above with comparison to country averages
 - 1.1.3 Sorted (max. to min.) for a selected BM parameter for all water utilities
 - 1.1.3a As for 1.1.3 with a second BM parameter for comparison overlaid on top
 - 1.2.1 Pie chart for a selected BM parameter for all water utilities
 - 1.2.2 Pie chart for a selected BM parameter for selected water utilities
 - 2.1 Bar chart for up to 6 selected BM parameters for selected water utilities
 - 3.1 Stacked bar chart for a selected group of BM parameter for all water utilities
 - 3.1a As for 3.1 but using symbols for each BM parameter – for Multiple choice questions
 - 3.2 Pie chart for a selected group of BM parameter for a selected water utility
 - 4.1 Correlation chart for 2 selected BM parameters for all water utilities
- **Diagrams**
 1. Water Utility Base Data – as supplied from the survey questionnaire
 2. Water Utility data availability
 3. Water Utility Overall Performance Indicator factors
 4. Water Utility Key Performance Indicator summary
 5. Water Utility water balance

Participating Water Utilities

- Objective:
 - Initially ~30 participating water utilities, finally 47
 - To where possible to have a representative sample
- Selection method
 - Network through national Water Associations
 - Also personal visitations by Executive Director SEAWUN
- Data collection method
 - Informally, in country supporters of BM facilitated distribution of forms
 - Completed survey forms returned to SEAWUN office in Hanoi for data entry, processing and analysis

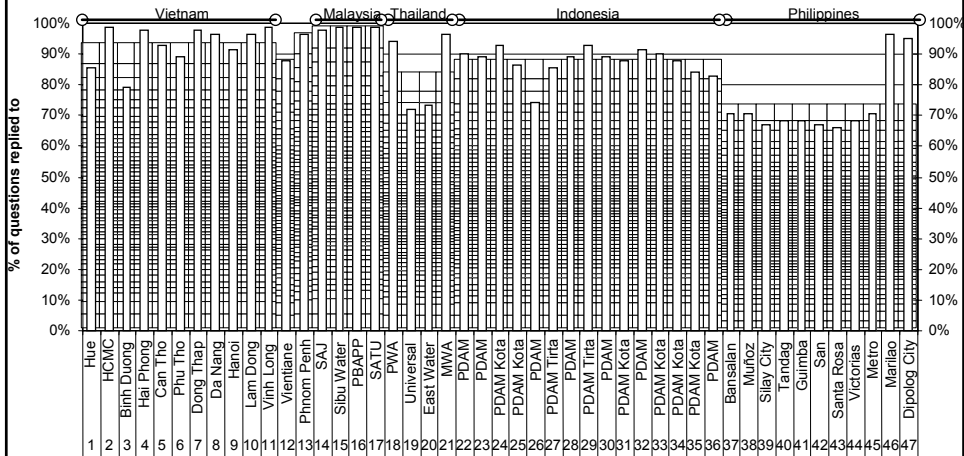


Average Water Utility size & SEAWUN Benchmarking participation

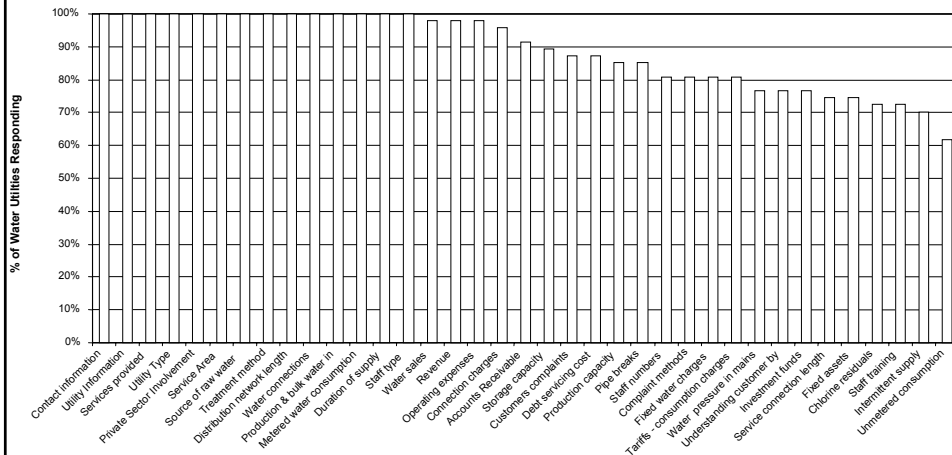


Note: the calculation of no. of water utilities in some countries is an estimate only

Completion of Survey Questionnaires - Water Utilities



Completion of Survey Questionnaires – by Category



Areas where responses relatively poor

- Unmetered consumption
- Human Resources Development (Training)
- Water Quality – chlorine residuals
- Assets and investments
- Several distribution issues – reliability, pressure, service connection length
- Customer interaction

Survey Quality

- There were some misunderstandings
 - The explanatory notes were not used well
 - Appears to be inconsistencies between WUs
- Areas of particular concern
 - Human Resources data
 - Split up of HR numbers
 - Training data
 - Financial data
 - Overhead / corporate expenses
 - Split up of operating expenses
 - Debt servicing
 - Unmetered consumption
- Overall: for a first survey – not bad
 - Many lessons learnt
 - A quite good starting point



We hope this has been as
useful introduction

now for a short demonstration
of the SEAWUN Internet
Benchmarking System

