

Data Collection System – Key to BM & PIP

Results Dissemination Workshop on
Benchmarking and Water Utilities Data Book for India
IIT Madras, Chennai, India
28-29 August 2007

Data collection system is key to benchmarking

- Data reliability is foremost
- Unreliable data will not be used – worse, they can mislead
- Accurate measurements and recording are necessary
- Management needs information for day-to-day decision making

Data collection system is part of a management information system

Data collection system includes hardware, software and people

- Hardware – meters and metering system, computers, etc.
- Software – data base systems (Excel, the simplest), billing and accounting systems, input and retrieval systems
- Staff – meter readers, billing clerks, etc.

Improvements in the data collection system can be done in parallel with performance improvement programs

- It can be the first area for improvement of any performance improvement plan
- Invest in training and motivating staff while improving the hardware and software components.

Thank you