

**RESULTS DISSEMINATION WORKSHOP ON
BENCHMARKING AND WATER UTILITIES DATA BOOK FOR INDIA**

IC&SR Building, IIT Madras, Chennai
28-29 August 2007

**Workshop Session 2 – Performance Improvement Planning
(Time: 1 hour)**

Objective of the Session:

The objective of this session is to allow the participants to prepare an indicative performance improvement plan for his/her the water utility following the process mapping exercise.

Session Procedure:

1. Each group initially chooses one utility from among those represented in the group. The group analyzes the performance indicators using the Performance Highlights found in the Utility Profile for that particular utility.
2. The group selects the performance indicator that most needs improvement and does process mapping listing the processes, practices and activities that need improvement.
3. From the result of process mapping, the group proposes a plan for implementing specific improvements in the utility's operations and practices. Prepare a plan for the next 6 months, one year up to three years. The group submits the group output to the Group Facilitator for preparation of output presentation.
4. Each participant then prepares a performance improvement plan for his/her utility to be submitted to the Group Facilitator before the start of the third day's sessions.

Reporting Procedure:

1. Each group presents their group output during the presentation of group outputs the following day. 10-15 minutes will be allowed for each presentation.

Attachment:

Performance Improvement Plan Form