

CASCWUA CIB Program Timetable

Task	Responsible	Complete by
Brief management on project and expected outcome		4 April 2008
Recruit team		11 April 2008
Brief team on what is benchmarking and continuous improvement and the immediate scope of work and timetable for the four services		18 April 2008
Give teams basic training on service definition, process mapping and use of performance indicators		2 May 2008
Confirm team composition to ADB BM Facilitators		16 April 2008
Share with team available information on other utilities results for non revenue water and unaccounted for water (to be provided by BM Facilitators)		2 May 2008
Prepare first package of information: NRW performance indicator information for 2006/ 2007 additional operating information (item 1 and 2 above) questionnaire (item 3 above) additional operating statistics (item 4 above)		7 May 2008
Send first package to BM coordinator		9 May 2008
Four teams prepare their second package of information Service definition Process maps Service performance indicator information for 2008 Customer survey results		23 May 2008
Send second package to BM Coordinator		30 May 2008
Have teams conduct a preliminary analysis of existing practices (using fishbone, why why techniques) to identify initial ideas on improvement opportunities		6 June 2008
Have Teams agree immediate actions possible and have them prepare submission for management approval		13 June 2008
Notify BM Facilitator of proposals for early changes for all two services		18 June 2008
Get management OK for immediate changes possible		20 June 2008
Initiate implementation of immediate changes possible		20 June 2008
Receive consolidated information from other participating utilities on indicators, services supporting information and their changes	BM Facilitators	20 June 2008
Make comparisons and identify need for additional information		25 June 2008
Request additional information to BM Facilitator		25 June 2008
Receive additional information from Facilitator		27 June 2008
Have team use information and identify priority actions to further improve present performance		27 June 2008
Have team identify possible barriers to their change proposals		27 June 2008
Have team prepare an implementation plan		2 July 2008
Prepare proposals for change report to go to management		9 July 2008
Provide BM Facilitator with copy of proposed change report submitted to management		16 July 2008
Receive back comments on proposed change report	BM Facilitators	23 July 2008
Finalise proposals for management		25 July 2008
Present to management		30 July 2008
Obtain approval for proposals	Management	8 August 2008
Initiate implementation of additional improvements		9 August 2008
Measure NRW (using table at front of this briefing sheet)		31 December 2008