

Workshop on Information Systems for Performance Indicators

CWWA Conference ~ October 4, 2010 ~ Grenada Grand Beach Resort



The operators of large and small water and wastewater systems in the Caribbean have identified performance indicators as an important area for capacity-building. This collaborative workshop will present the results from Phase I of the CariWOPs Program (funded by U.N.-HABITAT and IDB). Information management is crucial for improving water sector performance: data collection, analysis, interpretation, and dissemination. The workshop will include presentations, team exercises, and panel discussions—enabling participants to implement diagnostic processes for financial and operational data. We hope you will be able to fit the event into your schedules.

Performance indicators are essential for utility operators. Managers need to know where they have been and where they are to set reasonable performance targets for the future. This workshop is designed to help decision-makers (1) identify the data required for evaluating performance, (2) understand the strengths and limitations of alternative benchmarking methodologies, and (3) develop systems for collecting and sharing information. Sessions will begin at 9:00 a.m. Topics addressed are listed below.

1. Introduction to Core Indicators (Alexander Danilenko, IBNET, World Bank—invited)

- Measurement and Data Sources
- Operational and Financial Accounting Data

2. Checklist for Conducting Benchmarking Studies (Sanford Berg, PURC, University of Florida)

- Gathering, Screening, and Analyzing Information
- Hands-on Case Study (Team Exercise)
- Procedures and Formats for Data Collection

3. Overview of Metric Benchmarking Concepts (with an Industry Panel)

- Productivity, Efficiency, and Effectiveness
- Production Concepts
- Cost Concepts
- Aggregating Partial Indices into an Overall Performance Indicator

4. Preliminary Results from the Caribbean

- Global WOPs Alliance: Caribbean Region WOPs Initiative
- Key Lessons

The workshop draws upon PURC's Benchmarking Methodology Report to the World Bank (with IBNET funding, incorporated into their web site). That earlier work was expanded in PURC's book, [*Utility Benchmarking: Measurement, Methodologies, and Performance Incentives, published by the International Water Association \(2010\)*](#). Operators currently have information systems that yield many of the core indicators. The current project lays the foundation for future initiatives and external funding for capacity-building and projects in the Caribbean. A parallel project will provide the scaffolding for this more comprehensive CariWOPs project. Members of CWWA and CBWMP have a shared vision of the ultimate structure for collaboration, but that will evolve with on-going capacity-building programs and data collection efforts. The current workshop is designed to be very participatory, as we continue to learn from one another. Join us in strengthening data collection and analysis in the region.

Sanford Berg

Director of Water Studies
Public Utility Research Center, University of Florida