

IAWD's benchmarking activities in the Danube region

Utility Benchmarking Program for the Danube region utilities

IAWD – The Voice of the Danube

- Founded in 1993, hosted by Vienna Wasser
- Enable knowledge sharing and information exchange among the utilities of the Danube region



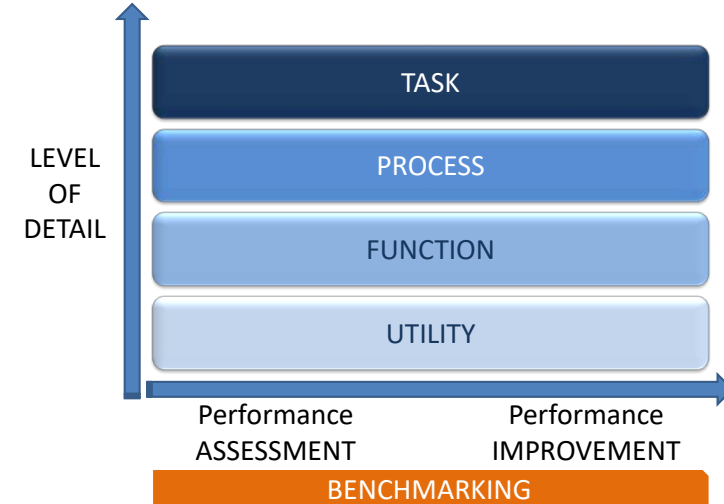
What is Benchmarking?

- IWA's Task Group on Benchmarking:






“benchmarking is a tool for performance improvement through systematic search and adaptation of leading practices”

- 2 consecutive steps:

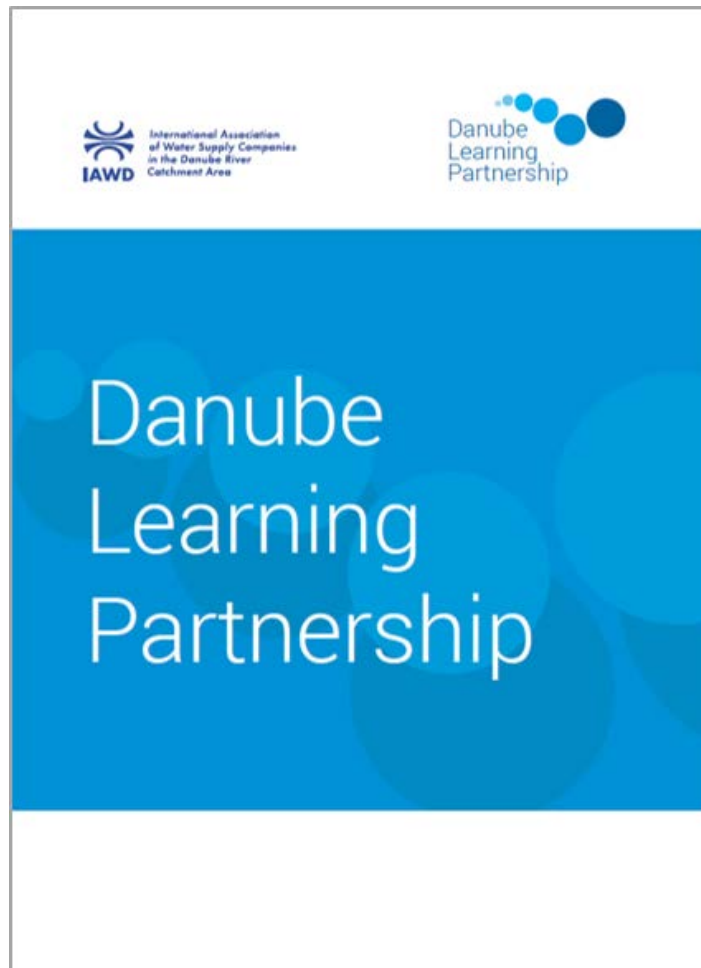
- performance assessment
- performance improvement



IAWD's Benchmarking strategy

Activity	Tool	Technical Support	User
Uniform PI data collection	DANUBIS DCM		Regulator
Utility Benchmarking Program	Regional Danube Hub		Utility
	National/subregional Hubs		Utility
Regional public PI database			Public

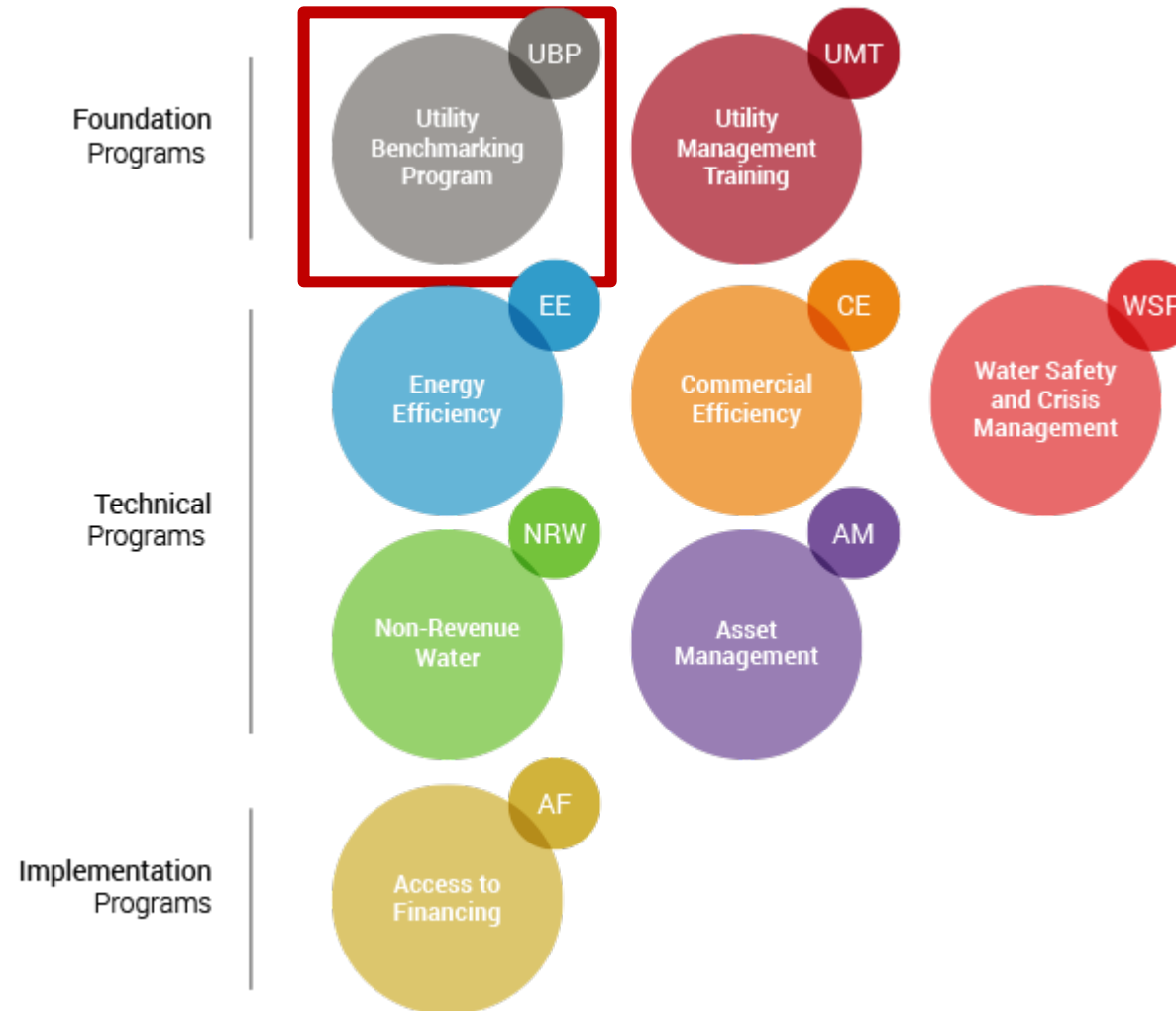
Danube Learning Partnership



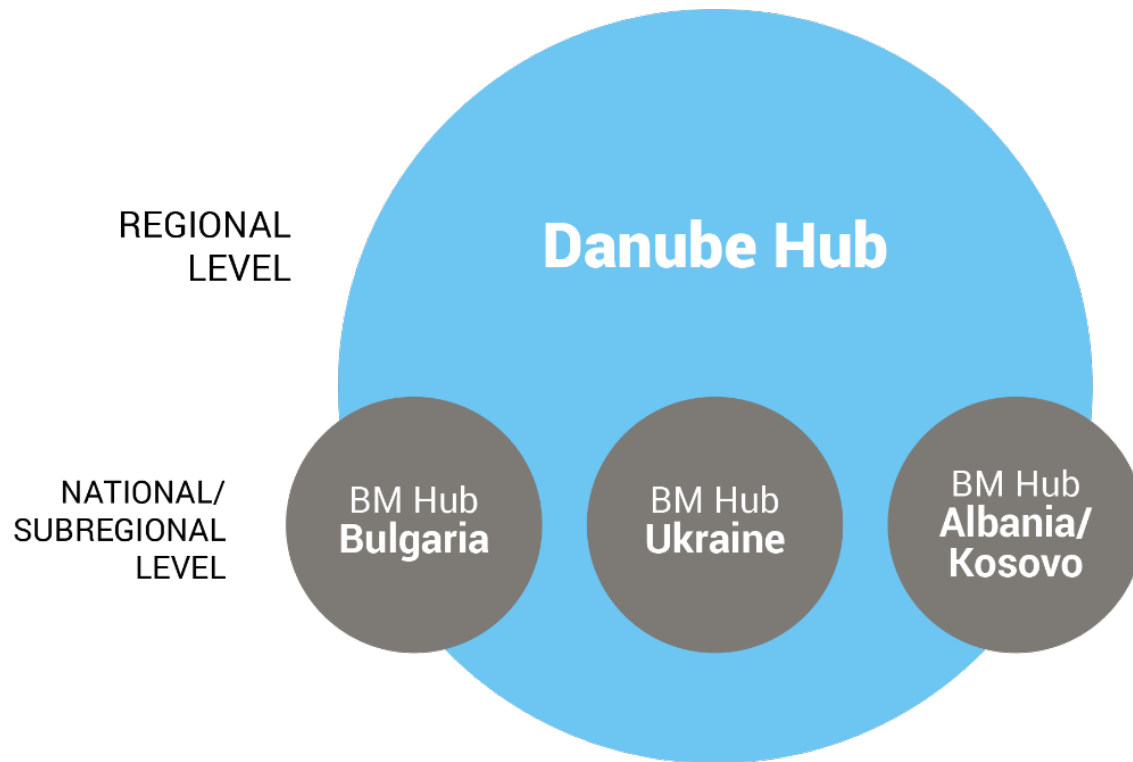
- D-LeaP is a regional initiative of national water utility associations and IAWD to
 - Act as integrated, sustainable and effective capacity building partnership of water utility associations in the region
 - Offer to participating utilities and sector professionals a comprehensive set of learning and capacity building programs

www.d-leap.org

The programs offered by D-LeaP



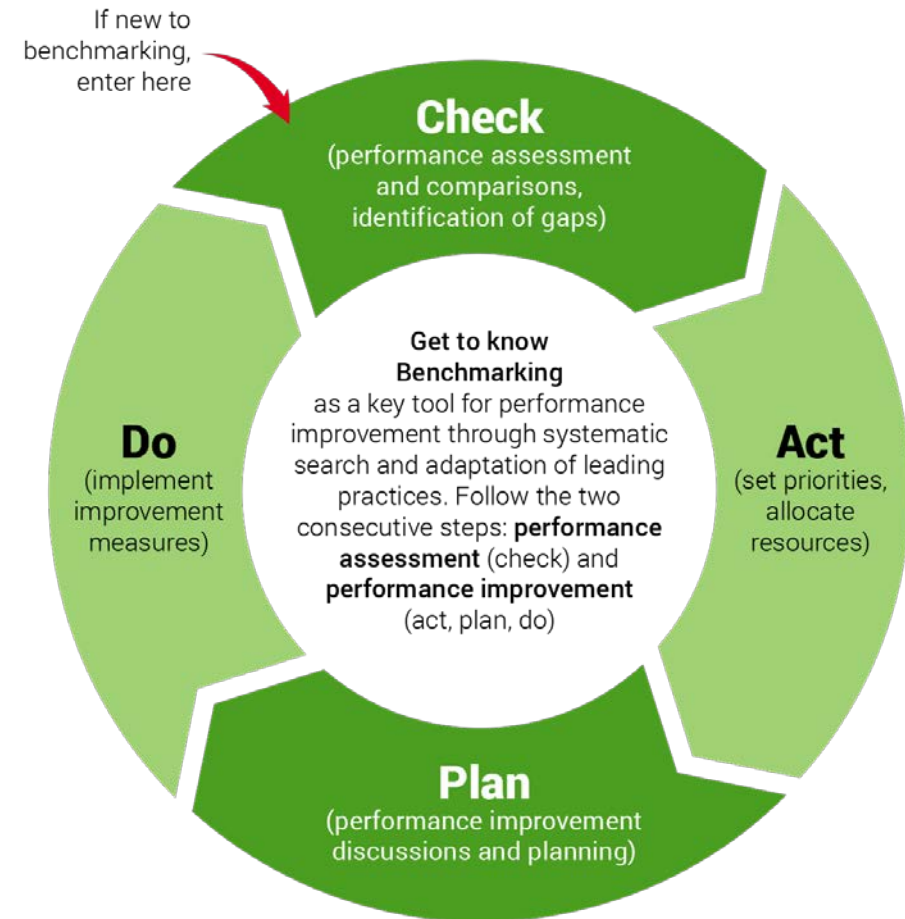
How is UBP set-up?



- UBP is implemented via Hubs, which are led by dedicated Hub coordinators
- Participating utilities select a dedicated utility coordinator to work on UBP
- Several cycles successfully delivered since 2014

Why to join UBP?

- UBP supports utilities with:
 - **Assessing their performance** by collecting, validating and analyzing their data, in their own language (online platform)
 - **Evaluating their performance** by internal and external comparisons (benchmarking reports)
 - Discussing and planning their **performance improvement** (workshops, study tours, specialized reports)



Why to join UBP?



Gain constant support from the Benchmarking Coordinator of your respective Hub and the IAWD UBP team



Join an online orientation training on utility benchmarking and receive access to the e-learning materials on the D-LeaP Academy



Use the IAWD Utility Benchmarking Platform to collect, validate, analyze and archive your data



Receive your own individual Benchmarking report to check your data and identify performance gaps



Compare your performance with other utilities and monitor your performance improvement



Join the Benchmarking workshops to exchange knowledge and to network with the UBP family



Select KPIs most suitable for your own company, set the goals around the selected KPIs and track the performance of your utility against the goals you have set



Identify potential mentor or mentee utilities based on your selection of KPIs to allow for peer support



Get to know your peers by joining the yearly UBP Danube Hub CEO Dinner in the frame of the Danube Water Conference or Danube Water Forum (for UBP Danube Hub members only)

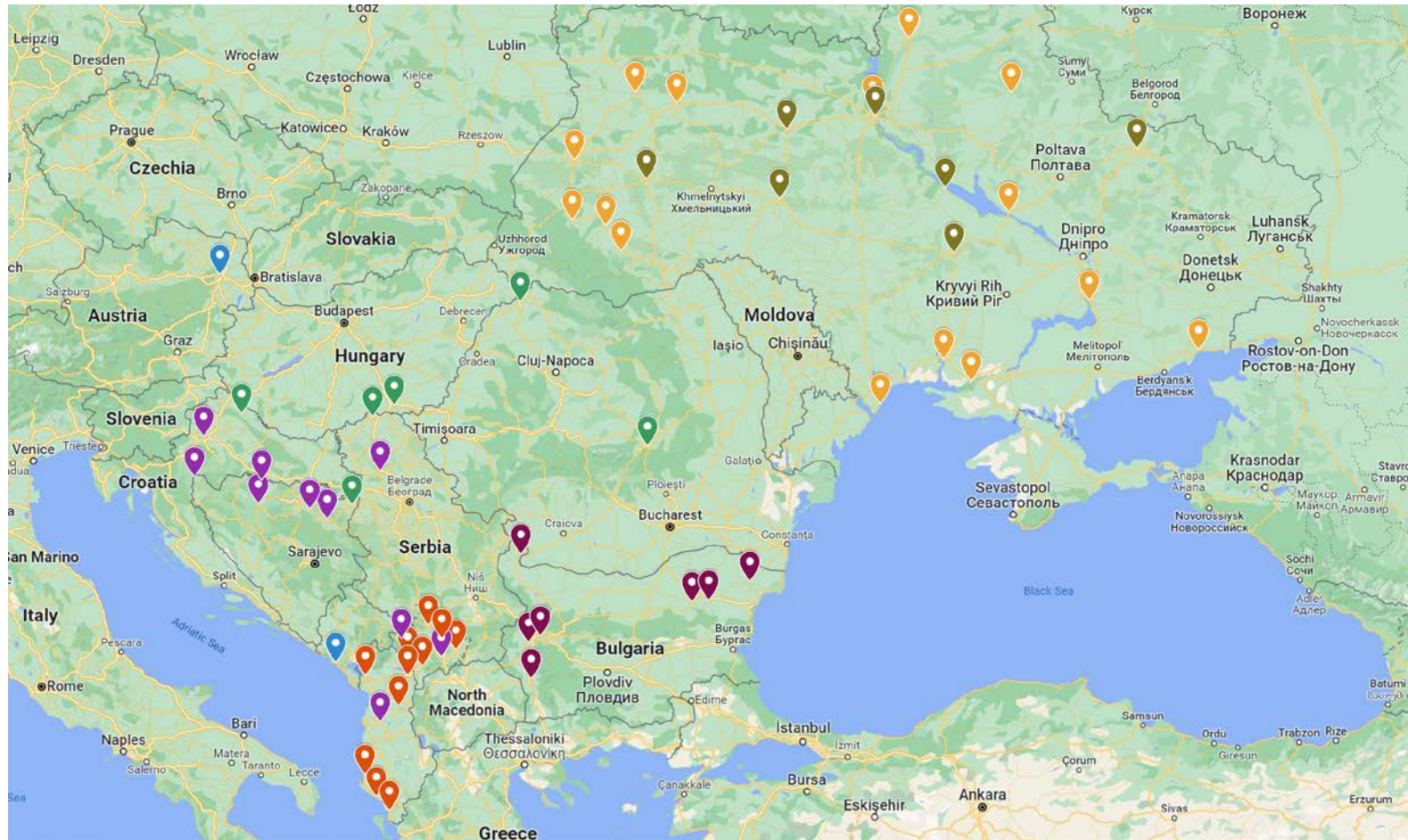
UBP improvements

- Quarterly data collection (in addition to yearly)
- Collection of confidence grades of variables
- Calculation of confidence grades of indicators
- Index development, calculation and presentation
 - Selection of KPIs to be included in an index
 - Assigning normalization limits (0 to 100 performance) to each selected KPI
 - Assigning weight factors to each selected KPI
 - Reporting on selected KPIs and the index value

UBP improvements (2)

- Possibility of data exchange with IBNET
- Possibility of exchange with other data collection systems
- Standard report for Local Government Units
- Reports on index values set by others, e.g.:
 - Water Utility Performance Index
 - Index values defined by Montenegro regulatory Agency
 - Index values defined by Kosovo regulatory Agency
 - Any other index value can be developed

The UBP family



Danube Hub – since 2017



Thank you!

Katerina Schilling
Interim Head of IAWD Technical
Secretariat

IAWD – International Association of
Water Service Companies in the
Danube River Catchment Area



www.iawd.at



www.d-leap.org

The Danube Learning Partnership is supported by



www.danube-water-program.org