

# Utility of the Future

Igniting transformation in water and sanitation utilities

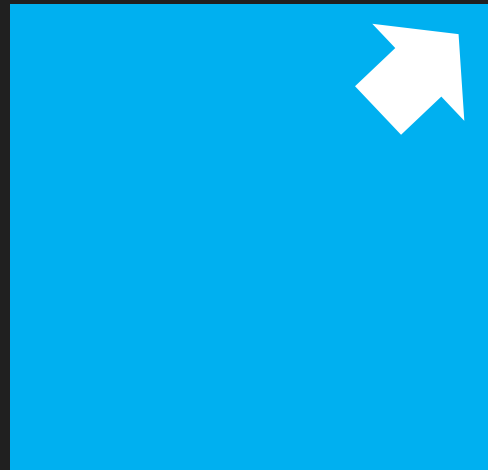
Camilo Lombana Cordoba

Senior Water Supply and Sanitation Specialist - World Bank



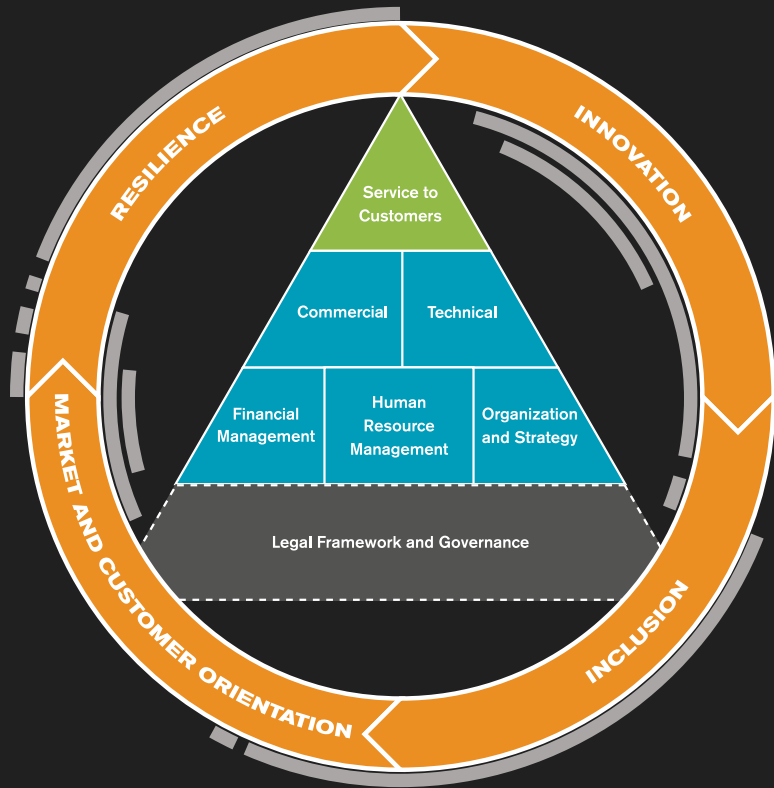
# Utility of the Future

**Essential Processes**  
to ensure efficiency  
and continuity



**Future-thinking Capabilities**  
Staying one step ahead in a  
rapid paced environment

# Utility of the Future



## A future-focused utility:

- ▲ Service: reliable, safe, inclusive, transparent, and responsive
- ▴ Essential Processes
- Future-thinking Capabilities

# UoF Program & Leadership

## Utility Assessment and Analysis: Opening an opportunity for all staff to speak-up



- Diagnostic (current and desired level)
- Evaluation and analysis of key elements
- Integral understanding of the utility



- Teamwork and learning process
- Executive report (findings, insights, recommendations)
- Improvement actions –identification and prioritization (short term-long term)

## 100-day Action Plan and Implementation: Challenging the Team



- Ignition – change - transformation
- Actions and results
- Dynamism within the utility



- Walk the talk
- Internal collaboration and “competition”
- Improvement chain, identification of additional improvements

## 5-Year Strategic Framework: Empowering the team



- Long term vision and strategic objectives
- Strategic Framework
- Basis for a business plan



- Leveraging the “momentum” to continue transforming the utility
- Collective creation of the future of the utility
- Next step... business plan