## COURSE OVERVIEW TM0069

# KPI's & Benchmarking for Water Utilities - Senior Managers

**Course Title**

KPI's & Benchmarking for Water Utilities for Senior Managers


**Course Date/Venue**

Please see page 2


**Course Reference**

TM0069

**Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs

**Course Description**

***This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.***

This course is designed to provide participants with a complete and up-to-date overview of KPI's & Benchmarking for Water Utilities for Senior Managers. It covers the role of KPIs in water utilities, benchmarking fundamentals and regulatory and stakeholder expectations; the performance management frameworks for water utilities, data requirements for effective KPI monitoring and setting smart KPIs; linking KPIs to strategic objectives and the KPIs for key operational areas, sustainability and environmental KPIs; the health, safety and risk KPIs and customer-centric KPIs; and integrating digital technology with KPIs.

Further, the course will also discuss the types of benchmarking for water utilities, benchmarking process steps and selecting benchmarking partners; the benchmarking performance indicators, using benchmarking results for improvement and building a KPI monitoring system; reporting performance to stakeholders, the root cause analysis for poor performance and continuous improvement through KPIs; the risk management integration with KPIs; the governance and accountability in KPI management; and the advanced analytics and big data in KPIs.

During this interactive course, participants will learn the KPI and benchmarking for utility resilience, financial and cost benchmarking and driving innovation through benchmarking; mapping KPIs to SDG targets and ESG reporting and benchmarking; the corporate social responsibility metrics and global sustainability frameworks; the action plans from KPI and benchmarking results; and prioritizing initiatives, resource allocation and change management considerations.

## Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain in-depth knowledge on KPI's and benchmarking for water utilities
- Discuss the role of KPIs in water utilities, benchmarking fundamentals and regulatory and stakeholder expectations
- Apply performance management frameworks for water utilities, data requirements for effective KPI monitoring and setting smart KPIs
- Link KPIs to strategic objectives and discuss KPIs for key operational areas, sustainability and environmental KPIs
- Recognize health, safety and risk KPIs and customer-centric KPIs and integrate digital technology with KPIs
- Identify the types of benchmarking for water utilities, apply benchmarking process steps and select benchmarking partners
- Carryout benchmarking performance indicators, use benchmarking results for improvement and build a KPI monitoring system
- Report performance to stakeholders and employ root cause analysis for poor performance and continuous improvement through KPIs
- Carryout risk management integration with KPIs, governance and accountability in KPI management and advanced analytics and big data in KPIs
- Apply KPI and benchmarking for utility resilience, financial and cost benchmarking and driving innovation through benchmarking
- Map KPIs to SDG targets and apply ESG reporting and benchmarking, corporate social responsibility metrics and global sustainability frameworks
- Develop action plans from KPI and benchmarking results covering prioritizing initiatives, resource allocation, change management considerations and review and recalibration cycle

## Exclusive Smart Training Kit - H-STK®


*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

## Who Should Attend

This course provides a deeper appreciation and wider understanding of key performance indicators (KPI) and benchmarking for water utilities for senior managers who are involved in developing or managing performance indicators within their departments or contributing to managing benchmarking systems at company or national levels in water/wastewater utilities.

## Course Date/Venue

| Session(s) | Date | Venue |
|---|---|---|
| 1 | September 15-19, 2025 | TBA Meeting Room, Grand Hyatt Athens, Athens, Greece |
| 2 | November 10-14, 2025 | Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK |
| 3 | January 11-15, 2026 | Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE |
| 4 | March 16-20, 2026 | TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain |

## Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

## Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

## Course Fee

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| Madrid | **US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day. |
| Athens | **US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day. |
| Dubai | **US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day. |
| London | **US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day. |

## Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

## Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

**Course Instructor(s)**

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

**Dr. Chris Le Roux**, PhD, MSc, BSc, PMI-PMP, PMI-CAPM, PMI-ATP, is a **Senior Project & Management Consultant** with over **30 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling & Control, **Project** Management, Project Delivery & Governance Framework, **Project Planning & Delegating**, **Risk, Budgeting & Cost Management** in Projects, **Project** Management Practices, **Project** Management Disciplines, **Project Risk** Management, **Risk** Identification Tools & Techniques, **Project** Life Cycle, **Project Stakeholder** & Governance, **Project Management** Processes, **Project Integration** Management, **Project** Management Plan, **Project Work** Monitoring & Control, **Project Scope** Management, **Project Time** Management, **Project Cost** Management, **Project Quality** Management, **Quality** Assurance, **Project Human Resource** Management, **Project Communications** Management, **Contract** Management, **Tender** Development, **Contract** Standards & Laws, **Dispute Resolution** & **Risk** Identification, Myers-Briggs Type Indicator (**MBTI**), **Organization** Development Consultation, Advanced Debriefing of **Emotional** Trauma, **Interpersonal Motivation**, **Model Based Interviewing**, **Leadership Orientation** Programme, **Leading People & Change**, Embracing Innovation Culture **Coaching & Motivation**, **Creative Thinking & Problem-Solving** Techniques, Techniques for **Coaching & Mentoring**, Strategies for Setting Annual Goals, **Monitoring Progress & Evaluation Performance**, **Emotional Intelligence**, **Presentation** Skills, **Communication & Interpersonal** Skills, Effective **Communication & Influencing** Skills, Effective **Business Writing Skills**, **Writing** Business Documents, **Business Writing** (Memo & Report Writing), **Leadership & Team Building**, Psychology of **Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Office Management & Administration** Skills, Controlling Your **Time & Managing Stress**, **Crisis** Management, Strategic **Human Resources** Management, **Change** Management, **Negotiation** Skills, **Strategic Planning**, **Risk** Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding **Customer** Expectations, **Corporate Governance** Best Practice, **Business Performance** Management & Improvement, Building Environment of **Trust & Commitment**, **Win-Win Negotiation** Strategies, **Quality Improvement & Resource** Optimization, Neuro Linguistic Programming (**NLP**), **Personal Resilience** Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, **Career** Management, Situation & Behaviour Analysis, Interpersonal **Motivation** Skills, **Inventory** Management and **Financial** Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist** & **Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD** in **Commerce Major** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional** (**PMI-PMP**), a **Certified Associate** in **Project Management** (**PMI-CAPM**), a **Certified Authorized Training Partners** (**PMI-ATP**), a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**). Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator**, **Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

## Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

***Day 1***

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| *0730 – 0800* | *Registration & Coffee* |
| *0800 – 0815* | *Welcome & Introduction* |
| *0815 – 0830* | ***PRE-TEST*** |
| *0830 – 0900* | ***Understanding the Role of KPIs in Water Utilities***<br>*Definition & Purpose of KPIs • Types of KPIs (Input, Process, Output, Outcome) • Alignment with Strategic Objectives • Challenges in Selecting KPIs* |
| *0900 - 0930* | ***Benchmarking Fundamentals***<br>*Concept & Objectives of Benchmarking • Internal versus External Benchmarking • Benefits of Benchmarking for Water Utilities • Pitfalls to Avoid in Benchmarking Initiatives* |
| *0930 – 0945* | *Break* |
| *0945 – 1100* | ***Regulatory & Stakeholder Expectations***<br>*National & Local Regulatory Requirements • Environmental & Sustainability Compliance • Customer Service Expectations • Reporting to Stakeholders* |
| *1100 – 1215* | ***Performance Management Frameworks for Water Utilities***<br>*Balanced Scorecard for Utilities • Performance Dashboards • KPI Hierarchies (Corporate, Departmental, Individual) • Integrating KPIs Into Governance* |
| *1215 – 1230* | *Break* |
| *1230 – 1330* | ***Data Requirements for Effective KPI Monitoring***<br>*Data Quality & Reliability • Real-Time versus Periodic Data • Data Sources in Water Utilities (SCADA, Billing, Field Reports) • Ensuring Data Security & Confidentiality* |
| *1330 - 1420* | ***Setting SMART KPIs***<br>*Specific & Measurable Criteria • Achievability & Relevance • Time-Bound Targets • Practical Examples for Water Utilities* |
| *1420 – 1430* | ***Recap***<br>*Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow* |
| *1430* | *Lunch & End of Day One* |

***Day 2***

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| *0730 – 0800* | ***Linking KPIs to Strategic Objectives***<br>*Translating Vision & Mission into KPIs • Identifying Critical Success Factors • Cascading Goals Across the Organization • Communicating Strategic KPIs* |
| *0800 - 0900* | ***KPIs for Key Operational Areas***<br>*Production & Treatment KPIs • Network & Distribution KPIs • Customer Service KPIs • Financial Performance KPIs* |
| *0900 – 0915* | *Break* |
| *0915 – 1045* | ***Sustainability & Environmental KPIs***<br>*Water Loss & NRW Indicators • Energy Efficiency KPIs • Water Quality Compliance Metrics • Carbon Footprint & Resource Use KPIs* |

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| *1045 – 1215* | ***Health, Safety & Risk KPIs***<br>*Occupational Safety Metrics • Incident Frequency & Severity • Asset Failure Rates • Risk Mitigation Indicators* |
| *1215 – 1230* | *Break* |
| *1230 – 1330* | ***Customer-Centric KPIs***<br>*Customer Satisfaction Scores • Complaint Resolution Time • Service Reliability Metrics • Billing Accuracy & Efficiency* |
| *1330 - 1420* | ***Integrating Digital Technology with KPIs***<br>*SCADA & Smart Metering Data for KPIs • GIS & Asset Management Integration • Real-Time Dashboards & Alerts • Using AI for Predictive KPIs* |
| *1420 – 1430* | ***Recap***<br>*Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow* |
| *1430* | *Lunch & End of Day Two* |

***Day 3***

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| *0730 – 0800* | ***Types of Benchmarking for Water Utilities***<br>*Competitive Benchmarking • Functional & Generic Benchmarking • Process Benchmarking • Best-in-Class Benchmarking* |
| *0800 - 0900* | ***Benchmarking Process Steps***<br>*Planning the Benchmarking Study • Identifying Partners & Peers • Data Collection & Validation • Analysis & Gap Identification* |
| *0900 – 0915* | *Break* |
| *0915 – 1045* | ***Selecting Benchmarking Partners***<br>*Criteria for Partner Selection • Confidentiality & Data Sharing Agreements • Regional & International Networks (e.g. IWA, AWWA) • Role of Industry Associations* |
| *1045 – 1215* | ***Benchmarking Performance Indicators***<br>*Key Global KPIs in Water Utilities • Comparison Metrics for Cost Efficiency • Service Delivery Benchmarking • Sustainability & Environmental Benchmarks* |
| *1215 – 1230* | *Break* |
| *1230 – 1330* | ***Using Benchmarking Results for Improvement***<br>*Interpreting Benchmarking Data • Identifying Improvement Opportunities • Action Planning from Benchmarking Gaps • Tracking Post-Benchmarking Performance* |
| *1330 - 1420* | ***Benchmarking Case Studies & Lessons Learned***<br>*Global Water Utility Benchmarking Examples • Common Successes & Failures • Lessons from Regional Benchmarking Initiatives • How Leading Utilities Use Benchmarking for Innovation* |
| *1420 – 1430* | ***Recap***<br>*Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow* |
| *1430* | *Lunch & End of Day Three* |

**Day 4**

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| 0730 – 0800 | ***Building a KPI Monitoring System***<br>*Selection of Tools & Software • Designing Dashboards for Managers • Setting Thresholds & Alerts • Periodic Reviews & Updates* |
| 0800 - 0900 | ***Reporting Performance to Stakeholders***<br>*Board & Executive Reporting • Public Performance Reporting • Regulatory Compliance Reporting • Internal versus External Reporting Formats* |
| 0900 – 0915 | *Break* |
| 0915 – 1045 | ***Root Cause Analysis for Poor Performance***<br>*Identifying Underperforming KPIs • Applying RCA Tools (Fishbone, 5 Whys) • Linking RCA Findings to Actions • Preventive Measures & Controls* |
| 1045 – 1215 | ***Continuous Improvement Through KPIs***<br>*KPI Review Cycles • Adjusting KPIs to Changing Strategies • Innovation & Process Re-Engineering • Embedding a Performance Culture* |
| 1215 – 1230 | *Break* |
| 1230 – 1330 | ***Risk Management Integration with KPIs***<br>*Linking KPIs with Risk Indicators • Early Warning Signals • Using KPIs for Resilience Planning • Scenario Analysis & Risk Mitigation* |
| 1330 - 1420 | ***Governance & Accountability in KPI Management***<br>*Defining Roles & Responsibilities • Delegation of Monitoring Tasks • Oversight Committees • Ethics & Transparency in Performance Data* |
| 1420 – 1430 | ***Recap***<br>*Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow* |
| 1430 | *Lunch & End of Day Four* |

**Day 5**

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| 0730 – 0800 | ***Advanced Analytics & Big Data in KPIs***<br>*Leveraging Big Data for Predictive KPIs • AI & Machine Learning Applications • Integrating IoT Data Streams • Data Visualization for Senior Management* |
| 0800 - 0900 | ***KPI & Benchmarking for Utility Resilience***<br>*KPIs for Disaster Preparedness • Emergency Response Performance Metrics • Benchmarking Resilience Practices • Post-Event Performance Reviews* |
| 0900 – 0915 | *Break* |
| 0915 – 1045 | ***Financial & Cost Benchmarking***<br>*Cost per $m^3$ Produced & Distributed • Energy Cost Benchmarking • Maintenance Cost Benchmarking • Financial Health Indicators* |
| 1045 – 1215 | ***Driving Innovation Through Benchmarking***<br>*Identifying Best Practices Globally • Benchmarking Technology Adoption • Innovation KPIs • Collaborating for Shared Success* |
| 1215 – 1230 | *Break* |
| 1230 – 1300 | ***Aligning KPIs with ESG & SDG Goals***<br>*Mapping KPIs to SDG Targets • ESG Reporting & Benchmarking • Corporate Social Responsibility Metrics • Global Sustainability Frameworks* |

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| *1300 - 1345* | ***Developing Action Plans from KPI & Benchmarking Results***<br>*Prioritizing Initiatives • Resource Allocation • Change Management Considerations • Review & Recalibration Cycle* |
| *1345 – 1400* | ***Course Conclusion***<br>*Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course* |
| *1400 – 1415* | ***POST-TEST*** |
| *1415 – 1430* | *Presentation of Course Certificates* |
| *1430* | *Lunch & End of Course* |

## Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

## Course Coordinator

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