



**INTRODUCTION**

**Us and them, And after all we're only ordinary men  
Me and you God only knows  
It's not what we would choose to do  
And who knows which is which and who is who  
Up and down  
And in the end it's only round 'n round  
Haven't you heard it's a battle of words\***

\* Pink Floyd



## **WHAT IS YOUR DEFINITION OF SUCCESS ?**

**Is it:**

**No water breaks today ? Building reserves ?**

**Financial security ? Job security ?**

**Customer Satisfaction?**

**How do you know if you are successful?**

**What Else?**

## **WHAT IS YOUR UTILITY'S MISSION ?**

**Sufficient revenue to sustain operations.**

**Pay debt.**

**Deliver safe drinking water.**

**Deliver water for fire protection.**

**Treat wastewater to protect the environment.**

**What Else???**

## **CORE MANAGEMENT AND OPERATIONS PRESSURES**

**Management:** Budgets, Debt, Expenses, Rates, Customers, **Politics.**

**What Else?**

**Operations:** **Pay**, demands of being licensed, long hours, on call, weekend duty, lack of tools, repetitive problems, morale.

**What Else?**

## **GOAL AND PLAN ACKNOWLEDGEMENT**

**Why Have a Plan or a Goal?**

**Are these really necessary?**

**Is it important, or is it ?**

**Vertical flow of knowledge ! Everyone must know the Plan and their part in it.**

**What Else?**

## **GOAL AND PLAN DEVELOPMENT**

**Use of Teams composed of Mgmt. & Operations.  
Everyone needed to assist in the process for best results.  
What is the Goal and the Plan to achieve it?  
The Plan is the set of actions between where you are and where you want to be. It is methodical.  
Need some form of measurement in the Plan to chart progress toward the Goal.  
What Else?**

## **PROGRESS MEETINGS (KEEP 1 HOUR OR LESS)**

**Why Bother with meetings?  
First Meeting - Establish Goals and Plan For Achievement  
First Meeting - Establish Benchmarks and Measurement Metrics  
Future Meetings - Review Goals and Measurements (On track?)  
Goal Example: Water loss less than 5%.  
Plan Example: Where are we at in achieving the goal?  
How we doing? What can we do better? How do we do that?  
The plan may need revision based on practical experience.  
Celebrate your success as a team.  
Keep time for open forum with all stake holders.**

**MANAGEMENT POINTS TO REMEMBER**

**The Water and Wastewater System is a Proprietary Operation.**

**It should be designed to earn money for sustainability purposes.**

**All improvements to the system(s) must have a Financial Assessment before implementation.**

**People are not machines but do need maintenance. Listen!**

**OPERATIONS POINTS TO REMEMBER**

**Without Good Morale You Are Going Backwards.**

**Know and Understand how your job fits into the success of the entire operation.**

**Work Smart – Think Efficiency.**

**Do not confuse activity with accomplishment.**

**Plan the work and work the plan.**

**People are not machines but do need maintenance. Listen!**

**FINANCIAL POINTS TO REMEMBER**

**Short Term Thinking = Long Term Problems.**

**Example: Don't change out water meters.**

**Results in decreased revenue and increased  
unaccounted for water = \$\$\$\$ Lost.**

**Small attainable steps will lead to reaching long  
goals.**

**People are not machines but do need maintenance.**

**Failure to plan is planning to fail.**

**DISCUSSION AND QUESTIONS ???**