

The Report of the 14th A1-HRD Meeting (held online)

The 14th A1-HRD Meeting was held online by Taiwan Water Corporation in October 2021. Members actively exchanged information and opinions about the meeting theme “Human Resource Development”.

【Participation Organization】

[Korea] K-water Academy

Seoul Waterworks Authority (Seoul Water)

[Japan] Bureau of Waterworks, Tokyo Metropolitan Government

[Taiwan] Taiwan Water Corporation (TWC)

[Thailand] Metropolitan Waterworks Authority (MWA)

[Vietnam] Ho Chi Minh City College of Construction (HCC)

[Bangladesh] Dhaka Water Supply and Sewerage Authority (DWASA) (Observer)

【Outline of Presentations】

<Theme 1>

[Human resources development toward the realization of sustainable water-supply business]

● Bureau of Waterworks, Tokyo Metropolitan Government

- Various types of accidents happen suddenly on our water supply services, such as large-scale earthquakes, terrorism, emerging infectious diseases, and sudden accidents about water quality, pipeline.
- We develop human resources to deal with such risks and maintain water supply services with various types of training program.
- Also, we continue to develop next-generation human resources based on some policies.
: Organized OJT, Systematization and visualization of skills, Improving skills of managers and supervisors

● K-water Academy

K-water Academy highlighted four major points in order to have sustainable water supply business.

- Raising Public Awareness through HRD
: Providing Water Dream Camp for future generation, Water Science Class for teachers, Water Way Trip for citizens and publicizing online water campaign video.
- Preparing for Digital Transformation(DT) through HRD
: Educating employees about DT and developing digital-based HRD by creating online

contents and constructing virtual classroom

- Active Knowledge Sharing

: Establishing knowledge sharing platform and utilizing social media platform

- Agile Risk Management (COVID-19 Cases)

: Diversifying course types and applying new educational techniques

● Ho Chi Minh City College of Construction (HCC)

- An introduction about Ho Chi Minh city College of Construction and its Water Sector Training Center in the South (WSTC)

- An overview about Organizational human resources development in general and human resources development in water-supply businesses in Vietnam

: External and Internal HR training - the advantages and disadvantages

: Four main training models for water-sector enterprises that are popular in Vietnam which are In-company training, Enterprises + Schools, Enterprises + Enterprises, In – School training

- Training activities and experiences at HCC

: ArcGIS proficiency (for water sector), WaterGEMS proficiency to analyze the hydraulics of water supply networks, Water supply pipe installation, Supply examination and water supply pipe maintenance, Water supply and drainage practical engineer

<Theme 2>

[The challenges and solutions for knowledge management implementation]

● Taiwan Water Corporation (TWC)

- Reasons for persisting in KM implementation

1. Serious experience gap

2. Employees call for the KM system

3. Professional exchanges among the branches are needed

- Increase the chance of success in implementing KM

1. An internal dedicated team

2. Supervisor's support

3. External professional consultancy

4. A friendly KM system

5. Full participation

- Results:

1. Application cases

2. Designed the knowledge type structure

3. Participated in SGS Taiwan Ltd. “2020 Knowledge Management Project Award”.

• Future plan:

1. Optimize knowledge files
2. Conduct KM courses
3. Benchmarking

● Seoul Waterworks Authority (Seoul Water)

• Introduction of projects for knowledge management by SEOUL WATER

1. Digital SEOUL WATER-ON
2. Consultant robot based on AI-Big data
3. S-OJT

• Digital Seoul Water-ON is a system to support decision-making process by offering comprehensive information in real-time.

• By building Consulting robot, chat-bot service for citizens and consulting service bot for consulting workers has been developed. Eventually, all these enables comprehensive complaint analysis service.

• S-OJT is a training method that staff with expertise through accumulated experiences with long time work provides training in the field. Recently, SEOUL WATER tried to produce video clips related to work as part of S-OJT.

● Metropolitan Waterworks Authority (MWA)

• KM Portal is a system designed to prevent information and knowledge loss due to relocation or retirement.

• It is a web-based system with friendly UI and UX that can be used anywhere and anytime.

• Everyone can collect and manage their own knowledge in the forms of article.

• Articles are categorized by MWA work processes.

• The system is also designed to nurture innovation.

• HRD department can use the system to find insufficient crucial knowledge.

• We plan to use it for employee evaluation and promotion.

• We encouraged staffs to use the system by launching a promotional campaign.

<Observer presentation>

[WASH & THE COVID 19 PANDEMIC]

● Dhaka Water Supply and Sewerage Authority(DWASA), Bangladesh

• Dhaka WASA focused on automation to continue the 24/7 water supply in Dhaka City in COVID-19 pandemic situation.

- Discovered the opportunities i.e. work from home, Mobile banking, virtual communication, online billing system for customers
- Almost there was no hamper in water production and distribution compare to last year.
- There was no hamper in revenue income compare to last year.
- Complaint Mitigation was 100% successful.
- Institutional Strengthen was improved on preparedness of crisis management.

【Discussions】

●About the 15th Meeting

Seoul Waterworks Authority (Seoul Water) will host the 15th meeting.

The themes of the 15th meeting have been decided as follows.

- (1) “Human resource development for stable water supply”
- (2) “Creating work environments unrestricted by time or location”

●About the host of the 16th Meeting

Bureau of Waterworks, Tokyo Metropolitan Government will be the host of 16th meeting.

●About the Dhaka Water Supply and Sewerage Authority(DWASA)

The Dhaka Water Supply and Sewerage Authority joined A1-HRD as a member with the approval of all members.

