

The Report of the 13th A1-HRD Meeting (held online)

The 13th A1-HRD Meeting was held online by K-water Academy in November 2020. Members actively exchanged information and opinions about the meeting theme “Human Resource Development”.

【Participation Organization】

[Korea] K-water Academy

The Office of Waterworks, Seoul Metropolitan Government

[Japan] Bureau of Waterworks, Tokyo Metropolitan Government

[Taiwan] Taiwan Water Corporation (TWC)

[Thailand] Metropolitan Waterworks Authority (MWA)

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

【Outline of Presentations】

<Theme 1>

[Water Education Programs: Enhancing on-site work capabilities through hands-on learning]

●K-water Academy

- K-water uses hands-on learning to enrich learning experience by combining practice with Theory and Study Visit.
- Types of hands-on learning that K-water currently operate are OJT (on-the-job), Training simulation, and Various Practices using facilities, site, equipment or other resources.
- To enhance hands-on practices, K-water’s courses are organized in ways that suits education’s characteristic to maximize educational effects (example: PLC practice, Flowmeter inspection practice, water distribution network center, etc.)
- According to K-water’s evaluation survey for several years, trainees gave higher point to the course which includes hands-on learning class. Considering this result, hands-on learning should be utilized more frequently.

●Metropolitan Waterworks Authority (MWA)

- As NRW is one of its core issues, MWA has several Water Loss Management training programs to develop skills for its staff, outsource technicians as well as people.
- The blended learning method was used to conduct trainings in this year, especially during the COVID-19 pandemic: Classroom (Lecture & Workshop), Virtual training, E-learning
- The ‘Attack Team’ from Water Loss Management Department used OJT to train MWA Branch Office’s staff for leak survey.

● The Office of Waterworks, Seoul Metropolitan Government

- Introduction and history of Seoul Water.
- Changes in education strategies of Seoul Water.
- Strategic points for staff education in light of the educational paradigm shift.
- Cases of practical education ;
 1. Operation of S-OJT, 2. Arisu Total Service practice education (Guui Arisu Water Purification Center), 3. Practical trainings (Seoul Water Institute)
- Construction of smart waterworks on-site practice center (Indoor and Outdoor) that connects the fourth industrial revolution technologies.

<Theme 2>

[Human resources development to gain trust from customers]

● Taiwan Water Corporation (TWC)

- Meter readers are frontline workers on behalf of company and the data they record are the key factors to company revenue. Therefore, it's important and necessary to improve meter readers management mechanism, meter reading devices and system.
- For better working effectiveness, TWC could not only strengthen employee training, but also bind in contract more. Besides, TWC could improve meter reading machine on its features like camera, printer and GPS system, and even develop automatic meter reading system.
- TWC are doing now and they'll continue to do it in the future for decreasing the amount of mistranscription cases and making customers feel trustworthy.

● Bureau of Waterworks, Tokyo Metropolitan Government

- Communication is essential to gain the trust of water consumers and improve their satisfaction level.
- Projects to be introduced with the aim of improving communication capabilities.
 1. Tokyo water safety check, 2. Community-based events, 3. Competition to get a better understanding water-supply works.
- Improvement of competencies and awareness of staff.
 1. Training on charge collection duties, 2. Training on measures for response to claims and prevention of undue claims,

<Observer presentation>

[The role of HRD in Capacity Building & Converting an utility to Bankable Organization]

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

- Vision and Challenges to convert an utility to Bankable organization.
- Implementation of Turn-around Program to establish good Governance and make sustainability of DWASA.
- Outline of the outcome of Turn-around Program.
- Explained the role of HR Management as well as capacity building to convert utility to bankable organization.
- Brief described on over all Capacity, strong HR, High level of professionals and skill project management which are key components to SWM for bankability.
- Finally strongly expressed that Dhaka WASA is fully bankable organization with Strong HR.

【Discussions】

● About the 14th Meeting

Taiwan Water Corporation (TWC) will host the 14th meeting.

The themes of the 14th meeting have been decided as follows.

- (1) “Human resources development toward the realization of sustainable water-supply business”
- (2) “The challenges and solutions for knowledge management implementation”

