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QUARTERLY PROGRESS REPORT JANUARY – MARCH 2010

EGYPT WATER AND WASTEWATER SECTOR SUPPORT PROJECT

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The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

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Acronyms and Abbreviations

AWWA	American Water Works Association
CIP	Capital Investment Planning
CMMS	Computerized Maintenance Management System (CMMS)
COP	Chief of Party
DCOP	Deputy Chief of Party
DRB	Dispute Resolution Board
EPA	Environmental Protection Agency
FaDWaSP	Fayoum Drinking Water and Sanitation Project
GIS	Geographic Information System
GOE	Government of Egypt
GTZ	Gesellschaft für Technische Zusammenarbeit
HCWW	Holding Company for Water and Wastewater
HRD	Human Resources Development
ISSIP	Integrated Sanitation and Sewerage Infrastructure Project
IT	Information Technology
MARS	Monitoring and Analysis Reporting System
MHUUD	Ministry of Housing, Utilities, and Urban Development
MIS	Management Information System
NOPWASD	National Organization for Potable Water and Sanitary Drainage
O&M	Operations and Maintenance
OJT	On-the-job Training
PCU	Program Control Unit
PMP	Performance Monitoring Plan
PMU	Project Management Unit
PPP	Public-Private Partnership
TOT	Training of Trainers
UAS	Unified Accounting System
UFW	Unaccounted-for Water
USAID	United States Agency for International Development
WPRR	Water Policy and Regulatory Reform Project
WWC	Water/Wastewater Company
WWSS	Water and Wastewater Sector Support Program
WTP	Water Treatment Plant
Y2WP	Year 2 Work Plan

Executive Summary

This Quarterly Progress Report (QPR) details activities and accomplishments of the USAID-funded WWSS Program from January 1 to March 31, or months three through five of project year two. The report discusses work undertaken by WWSS staff during the quarter, program management and administration activities, and upcoming tasks in the following quarter. These are discussed in the six sections of the report:

1. Assistance to the Holding Company
2. Cross-cutting activities targeting one or more subsidiary company in a particular functional area of operations
3. Subsidiary-specific activities relating to tasks undertaken with a particular utility, among the 12 mandated in our scope of work, namely: Aswan, Luxor, Qena, Assiut, Sohag, Minya, Beni Suef, Giza, Cairo, Matrouh, Menufiya, and Daqahliya
4. Program development and coordination
5. Activities implemented in addition to work plan activities, and
6. Upcoming program activities

For the purpose of facilitating monitoring and follow up, we have included, in Annex A, an Activity Tracker, summarizing the status of program activities against the work plan timeline. Additionally, the narrative includes every work plan task, with reference to the planned dates.

During the past quarter of 2010, we further refined our new technical assistance approach, refocusing our work on high impact/high return activities, and suspending certain unpromising and/or unsustainable tasks. As noted in the WWSS Board of Directors meeting held on January 11, 2010, we are ring-fencing our program to concentrate on HCWW and subsidiary priorities in seven areas:

- Business planning
- Financial management, focusing on the Unified Accounting Standards, budgeting, cost accounting (and eventually tariff rate design), and system automation using ADVAC software in 10 out of the 12 targeted subsidiaries
- Human resources management and development, including the introduction of HR and payroll management information systems
- Capital investment planning and program management
- Operations and maintenance, with emphasis on O&M planning and budgeting, development of standard operating procedures for water and wastewater treatment plants, energy use rationalization, and chemical use optimization
- Unaccounted for water, covering both commercial and technical aspects, and
- Public outreach and education, focusing mainly on the development of a corporate communication strategy for the Holding Company, and guidelines for utility-level public awareness programs

For each of these areas, our activities, to the extent possible, take on the following process:

1. Our tasks are initiated through a **pilot activity**, during which a priority problem is identified, our methodology for addressing this problem is developed and modified/tailored to local needs and requirements
2. Drawing upon the lessons learned of the pilot, we subsequently prepare **technical reports** to document the issues tackled and the solutions formulated, along with **how-to manuals** to facilitate training and enable future reference
3. This is followed by **workshops to local staff** and/or **training of trainers**, for both the local utilities and the Holding Company, based on the lessons learned and the manuals prepared in order to create local capacity in addressing similar problems, and to train other staff members within and among the subsidiaries, and
4. Finally, we provide **technical assistance and on-the-job training**, through regular field visits to ensure that the methods introduced are properly applied on a consistent basis and address issues that emerge

Although we continue experiencing difficulties in steering the program from an emphasis on problem-fixing toward a capacity building and institutional development focus, the new course is now well underway. In the O&M area, for instance, we are using pilot interventions as training grounds, complementing the practical training received with workshops, how-to manuals and action plans, before starting subsidiary-wide replication. Material for the training of trainers will be developed next quarter, followed by the initiation of instructor training in the summer. Actual training by WWSS-trained instructors will be initiated at the start of Plan Year 3, next October.

A somewhat similar approach is being followed in the “softer” areas of utility management, particularly business planning, with additional tailoring to the particular conditions of targeted subsidiaries. While many affiliates share similar attributes, they are at different stages of development, and each of them has its own needs and priorities. The business planning exercises are meant to address these issues and outline the programs needed in order to attain corporate objectives, affect required behavior modification, and ensure sustainability of recently introduced systems and management processes. As in the case of technical interventions, our training is complemented with on-the-job assistance in plan preparation, followed by facilitated workshops for the entire management team to ensure their buy-in of the document. Once launched, we follow the implementation of the business plans through intensive and regular field visits.

Although this new approach has compelled us to wrap-up certain low-impact/low-return activities, it has also made a clear case for taking on additional high-impact/high-return activities. When taking on new tasks, the new approach uses some of the following guidelines in order to gauge the potential impact/return of proposed interventions:

- **Replicability of interventions:** both within the initially targeted utility and in other governorates, including the ability for interventions to be systematized and documented
- **Management buy-in:** including the presence of supporting leadership, management and staff within the utility, in addition to HCWW support and engagement
- **Service delivery impact:** intervention improves capacity of a utility to deliver quality service to its customers
- **Cost reduction and productivity impact:** intervention improves the capacity of the utility to reduce costs and raise productivity

- **Supporting systems and organizational structures:** Presence of management systems, along with organization charts and position descriptions, procedures for follow-up and work planning, in order to create and sustain change.

In light of this framework, some of the following high-impact/high-return activities that WWSS is taking on beyond our second year plan include the following:

- **Expansion of UFW Activities:** applying UFW methodology at Sohag and Assiut, in response to methodology spearheaded at Luxor, and expansion of the program in that city beyond the pilot zone
- **Business planning process:** expanding the number of targeted utilities from the original three to ten utilities by September 30, 2010
- Expansion of **energy rationalization** activity from three to eight utilities
- Expansion of work on **chemical use optimization** to five additional utilities
- Procure missing **ADVAC** modules for three WWSS utilities and assist HCWW in replicating our training and support five utilities not covered in our program
- Document the Arabic version of CWorks and install this **computerized maintenance program** in WWSS utilities and share this program with the Dutch-funded (FaDWaSP) water and sanitation project in Fayoum, and
- Subject to availability of resources, undertake additional **customization** and **roll-out** of standard operating procedures for water and wastewater treatment plants in additional governorates

In parallel with the new approach, we are presently developing mechanisms to measure our success, consisting of one or more of the following subjective criteria and objectively verifiable indicators:

- Locally initiated replication of WWSS-introduced interventions
- O&M cost reduction, particularly in the areas of energy consumption, chemical use, system-wide reduction of water losses, etc
- Development and/or adoption of management systems, including organization structures, position description, unit level action plans
- Systemization and documentation of management structures and processes (adoption of organization charts at the sub-sector levels, position descriptions, action plan, monitoring and evaluation systems, etc.)
- Development and/or adoption of management systems, including organization structures, position description, unit level action plans
- Timely production of management and financial reports
- Human resource development programs instituted (eventually the number of operators certified)
- Adoption and regular updates of business plans, etc.

Reporting against such measures will be initiated in the coming quarters, and the information will be used for ongoing program planning and management.

Introduction

Funded by USAID, the Water and Wastewater Sector Support (WWSS) Program provides technical services and related resources to the Holding Company for Water and Wastewater (HCWW) and selected water and wastewater subsidiaries to: (1) strengthen their capability to implement recent Government of Egypt (GOE) initiatives aimed at improving the operational performance of the sector; (2) attract private investment through aggressive policy, legal, and regulatory reforms, to operate more efficiently; and, (3) be responsive to the new regulatory requirements. The project builds upon the achievements of and is implemented in close coordination with other USAID- and donor-supported initiatives in the sector.

The overall objectives of WWSS are to support the GOE to develop and implement programs that:

- Increase financial and commercial viability of existing water and wastewater companies
- Establish new regional water and wastewater subsidiaries
- Develop and implement a capital investment planning and program/project monitoring and management mechanism, and
- Build the capacity of staff, increase managerial, technical and operational efficiency, improve the quality of services, and expand access to water and sanitation

WWSS strategy is built on the following four pillars:

- Business plan as a central management and accountability tool
- Flexibility and prioritization of interventions: customer-driven, flexible, and responsive ability to address urgent priorities as the sector evolves
- Leveraging partners' expertise and the resources of other technical assistance providers
- Elevating human resource development and organizational change to strategic levels

1. Component A: Assistance to the Holding Company for Water and Wastewater

A highlight of our engagement with HCWW this quarter was the participation of two members of the HCWW senior leadership in the overseas study tour in February. During this trip, the stage was set for a variety of program accomplishments, including pushing forward the HR and communications planning processes, brainstorming on the relevance of international utility management approaches for the sector, and planning various sector studies. In addition, WWSS played a significant role in coordinating activities between donor organizations this quarter. We have had strong cooperation between WWSS and HCWW this quarter in ongoing the communication strategy, the HR strategy, and the development of the quarterly newsletter.

HC 1 -- Establish and facilitate a Joint HCWW-WWSS Working Group (*Months 1-12*). Although peer-to-peer meetings and coordination did not pause during the past quarter, the Joint Working Group has been dormant for the past couple of months. Both HCWW and WWSS agree that it is essential to revive this forum to facilitate TA and training coordination. We have tasked Deputy COP Mohamed Hashem to follow up on this matter with Engineers M. Raslan and S. Nasr, with the goal of reactivating joint activities.

HC 2 -- Assist in ongoing development of the HCWW business plan (*Months 3-12*). This activity is to be coordinated closely with GTZ, currently facilitating the Holding Company's work in this area. During the reporting period, we reviewed the HRD component of the HCWW plan, and worked on ensuring that the objectives of the operating subsidiaries highlighted in their business plans are harmonized with those of HCWW. In addition, during the observational study tour to the US, last February, we identified an important business planning document prepared by American Water Works Association (AWWA) in cooperation with the Environmental Protection Agency (EPA) and five other public works and utility associations. The document, *Effective Utility Management – A Primer for W/WW Utilities*, has been translated into Arabic, and will be presented to HCWW staff after further editing, before introducing it to subsidiaries.

HC 3 -- Develop a corporate communication strategy (*Months 3-5*). Following a series of joint preparatory meetings with the HCWW public awareness team, we held a strategic communications planning workshop on March 4 at the Marriott Zamalek (see list of participants in box). In preparation for this event, the participants received a packet of readings including HCWW's *Communication Strategy* prepared in 2006, background documents and templates on the communications strategy process, and examples of water sector communications strategies from around the world. The workshop began with an overview of HCWW context, including a SWOT analysis and an overview of developments since the 2006 Communications Strategy was drafted. Brainstorming sessions followed focusing on audiences/stakeholders, themes and messages, channels and tools. The outputs of the workshop were presented to Chairman Abdel-Kawi Khalifa at the closing of the workshop. A draft of the strategy and action plan will be complete by mid April for presentation to HCWW

Communications Strategy Workshop

HCWW Participants

A.K. Khalifa
M. Raslan
A. Mouwad
M. Mouwad
N. Abdel Rahman
A. Hamouda (Cairo Water Company)

WWSS Participants

G. Nakad
K. Sheridan
J. Harris
A.M. Abdel Razik

Other

Rania El Essawi, UNICEF

leadership. This document will serve also as a foundation for the development of communications guidelines for subsidiaries, a WWSS task planned for later this year.

HC 4 -- Provide ongoing support to the public awareness unit (*Months 1-12*).

Weekly meetings were held between the HCWW public awareness unit and the WWSS team. During this reporting period, a variety of issues were supported, including the following:

- *Communications strategy*. See HC 3, above.
- *HCWW quarterly newsletter*. WWSS redesigned the newsletter template, which will be used starting with the forthcoming second issue. Our staff assisted in the establishment of an editorial committee to decide on the content of the newsletter.
- *Review HCWW materials, including conference materials*. Our communication staff reviewed the English-language brochure material and the promotional material of the HCWW-sponsored conference on Sustainable Water Supply and Sanitation, which will take place in July 2010.

HC 5 -- Support the development of HCWW IT master plan (*Months 1-12*). Late in

March, we signed a contract with ArabSoft to carry out a sector-wide IT needs assessment in view of preparing an IT master plan for the Holding Company and its subsidiaries. The ArabSoft team has already started collecting data and reviewing background material ahead of their field visits in April. This task will be completed in 12 months. The stages of the process include:

- Sector-wide needs assessment and due diligence
- Review of HCWW's strategic objectives to align the plan with them
- Drafting of the IT Master Plan, including high-level requirements, and
- Preparation of the implementation plan

HC 6 -- Develop a Human Resource Management and Development Strategy

(*Months 6-9*). The WWSS team initiated this task ahead of schedule, starting with a planning workshop on March 11 at the Marriott in Zamalek. Engineers M. Raslan, M. Mouwad, and Ms. G. Abdel Wahab represented the Holding Company. Engineer M. Youannis, USAID/Egypt Team Leader, Water Sector Reform, also attended the event.

The meeting included discussion of current practices, agreement on the HCWW's definition of HR, and the roles of HCWW and its subsidiaries in fulfilling the various HR functions at each company. Eight discrete functional areas of HR were discussed and will form the basis of the updated HR strategy to be developed (see box).

HR Functions in HCWW Strategy

- Organizational design
- Capacity building/professional development
- Recruitment management
- Performance management and evaluation
- HR policies and procedures
- HR management information systems
- HR planning and budgeting
- Employee morale and welfare

Following the workshop, a series of meetings has been held to further develop the strategy and the one-year action plan. The process is moving forward toward the mid-April deadline.

HC 7 -- Assist in development of HCWW position descriptions (*Months 3-5, 8, and 11*). This task is pending the finalization of the HCWW organization structure prepared by the Holding Company in cooperation with GTZ.

HC 8 -- Procure and install a human resource management information system (*Months 3-12*). Please refer to section CC13, below for a discussion of the HR MIS in the context of the installation of the ADVAC accounting, payroll and human resources management software.

HC 9 -- Conduct study of financing options for implementation of the rural sanitation strategy (*Months 4-5*). At the request of the HCWW during the January 11, 2010, WWSS Board of Directors meeting, this task was reformulated to focus on the credit-worthiness and financing options for the Cairo Water Company. WWSS consultant Mr. Lamy Makary initiated work on this task in late March. He is presently collecting data from the Holding Company and CWC. The task is scheduled to conclude in early May 2010.

HC 10 -- Support the establishment of an HCWW PMU (*Months 1-12*). Last quarter WWSS provided HCWW with an overview of the concept of project management units (PMUs), including a sample organization chart, job descriptions and requirements, and determined the software and hardware needs for the unit. In the course of this quarter, we provided training to PMU team members on planning, scheduling, using MS project, and earned-value management. We also provided refresher courses on the second version of PRiSM, and held three coordination meetings with the HCWW PMU related to PRiSM updates and system refinement. Our staff also facilitated the participation of HCWW PMU staff in the weekly meetings of WWSS and WPRR staff at the Ministry of Housing.

HC 11 -- Facilitate coordination among donor projects (*Months 1-12*). We continue to hold monthly meetings with donor project teams involved in the water and wastewater sector in Egypt. For the time being our group includes GTZ and the Dutch FaDWaSP program, and we are trying to expand it by inviting JICA and UNICEF, as well as HCWW's unit in charge of the World Bank ISSIP Project. Meetings are focused on identifying ways to leverage mutual resources and work products. Current cooperation includes:

- ***Computerized maintenance management systems (CMMS)***. When HCWW asked the Dutch Fayoum Drinking Water and Sanitation Project (FaDWaSP) to share their O&M management approach with five additional subsidiaries (Minya, Beni Suef, Sohag, Assiut, and Qena), we proposed to their TA team the adoption of our CMMS, an Arabised version of CWorks, based on a highly-rated maintenance management shareware program. FaDWaSP adopted the program and made valuable suggestions for its enhancement. An MOU outlining the cooperation between our two projects is under development.
- ***Linking ongoing donor-funded capital investments to the WWSS/WPRR-provided technical assistance in capital investment planning***. The WWSS capital investment planning and program management team held discussions with the World Bank ISSIP team to explore the possibility of applying our approach to project identification to the upcoming ISSIP II activities. Similarly, we discussed with the Swiss Embassy the possibility of WWSS providing construction management services on the upcoming Swiss-funded wastewater collection projects in Sohag and Assiut.

- ***Ongoing coordination with GTZ.*** Our coordination with the German TA to the Holding Company and the Qena Water and Wastewater Company focuses on three areas: (1) contribution to their Management Career Path development activity by providing peer review of their training material and participating in their development committee; (2) cooperation on the delivery of the Chairmen forums; and, (3) mutual assistance on the Qena business planning exercise, by linking our activities with the GTZ-supported strategic planning process.
- ***Replication of JICA-supported standard operating procedures (SOPs).*** See AST 11 and MIN 4.

HC 12 -- Sponsor HCWW HR Management Diploma candidates (*Month 3*). WWSS has agreed to support five HCWW candidates for the HR diploma offered by AUC. To date, one person has enrolled in this program. Four others four will be registered as soon as they pass the English language proficiency examination.

2. Component B: Cross-Cutting Activities

Business planning, serving as a management, planning, and accountability tool, continues to be a key WWSS cross-cutting emphasis. As additional subsidiaries begin the business planning process, and complete their initial drafts, knowledge transfer takes place between subsidiaries, allowing approaches and activities to be coordinated.

WWSS has continued to play a lead role in installing management information systems in subsidiaries. ADVAC allows for integration between financial, cost accounting, asset recording, HR and payroll. Most importantly, it is Arabised and inexpensive, well supported, and allows for data to be easily imported from other databases. The implementation of ADVAC alongside the development of financial accounting and cost accounting manuals will enhance the efficiency and effectiveness of subsidiaries' financial management and reporting. Furthermore, ADVAC updates will be automatically reflected in the MARS system. The planned enhancements of the latter are presently on temporary hold and we plan to resume its evaluation in cooperation with HCWW in the near future.

With respect to PRiSM, the percentage of WWC-managed project updates jumped to 75 percent from 25 percent during this reporting period. A new version of the software program has also been installed, allowing for the generation of a wider range of reports. Internet speed at WWCs remains a challenge, though some progress has been made this past quarter. Some companies still need to be more convinced of the program's benefits in order to buy into it, and in other cases progress in has been limited by the absence of program control units (PCUs) or dedicated PRiSM staff.

Cross-cutting O&M tasks continue to suffer from lack of subsidiary staff participation in the planning and budgeting workshops, and the uneven way in which some of the TA activities have been implemented. Faced with this challenge, we have decided to completely overhaul our fieldwork by drafting governorate-specific capacity building plans consisting of:

- Rigorous selection of candidates to lead O&M planning work at the subsidiary level,
- Training of up to ten local trainers (TOT) with a view of selecting about six qualified utility staff members who could train others and monitor their performance over time,
- Preparing a plan to complete all the planning worksheets and the transfer of their results to the HCWW budgeting forms,
- Regular follow up on the implementation of O&M plans, and ensuring that local management oversees the preparation of consolidated subsidiary budget comparison reports.

CC 1 -- Facilitate business plan exercises in WWSS-supported subsidiaries (*Months 1-12*).

During the quarter Giza, Menufiya, Assiut, and Luxor completed their draft business plans and held their review workshops to ensure company-wide buy-in. Drafts are underway in Sohag and Qena. In Qena, we are cooperating closely with GTZ on the business planning and the financial forecasting workshops, which will be held next quarter.

Subsidiary Business Plan Table of Contents

- Executive Summary
- Background
- Strategic Framework
- Programs
- Financial Strategy and Five-year Financial Plan
- Organization Chart and Five-year Staffing Plan
- Master Plan/Investment Plan 2010-2012
- Information Technology Plan/Strategy
- Performance Indicators/Targets 2010-2015

Also during this quarter, we customized the training materials for Matrouh, in preparation of its forthcoming planning exercise scheduled for May. We are assisting in the establishment of business planning units at 10 subsidiaries. To that end, we have proposed an organizational structure for these units, along with staffing recommendations and draft position descriptions. Of relevance to business planning tasks, we are translating the aforementioned *Effective Utility Management* primer to assist utilities in their self-assessment.

The following table summarizes progress of business planning activities thus far:

WWSS Business Planning Program Milestone Status and Schedule											
	Milestone	Work Plan Task #									
		Menufiya 1	Assiut 1	Giza 1	Luxor 2	Sohag 1	Gena 1	Matrouh 1	Aswan (no Y2WP #)	Beni Suef (no Y2WP #)	Minya (no Y2WP #)
1	Business Planning Training Workshop	Jun-09	Jun-09	Jun-09	Jun-09	Jul-09	Feb-10	May-10	Jun-10	Jul-10	Jul-10
2	Business Plan Development & Technical Assistance	Dec-09	Dec-09	Feb-10	Feb-10	Mar-10	Apr-10	May-10	Jul-10	Sep-10	Sep-10
3	Business Plan First Draft-Complete	Dec-09	Dec-09	Mar-10	Mar-10	Apr-10	Apr-10	May-10	Jul-10	Sep-10	Sep-10
4	Business Plan Review/ Buy-in Workshop	Jan-09	Jan-09	Feb-10	Mar-10	Mar-10	Apr-10	Jun-10	Jul-10	Sep-10	Sep-10
5	Business Plan Final Draft- Complete	Mar-10	Mar-10	Apr-10	Apr-10	Apr-10	May-10	Jun-10	Aug-10	Oct-10	Oct-10

Shading indicates achievement of a milestone.

CC 2 -- Design and implement an Advanced Management Seminar Series for Senior Utility Executives (*Months 6-12*). Although 70% of curriculum has been drafted, we are not satisfied with the quality of the course material submitted and are presently revising the modules with AUC course preparers, and helping the institution identify qualified instructors with expertise in the water and sanitation sector. We are not able at this time to determine the starting date of the first seminar series, but expect to meet the work plan target of October.

CC 3 -- Design and conduct monthly leadership forum (*Months 2-12*). We assisted HCWW in preparing the material and organizing its forums for utility chairmen. The session was held on March 31-April 1 in Alexandria in conjunction with the Holding Company's monthly Policy Committee meetings, focused on the legal and regulatory framework governing the water and wastewater sector. Two additional forums are planned for May and June.

CC 4 -- Implement two study tours to world-class water and wastewater institutions and international conferences (*Months 1-7*). The first US observational study tour (OST#1), concluded in February 2010, was organized in close cooperation with the two HCWW participants, Dr. Abdel-Kawi Khalifa, HCWW Chairman, and his deputy, Engineer Mamdouh Raslan. G. Nakad and M. Youannis of USAID/Egypt jointly conducted the tour, which centered on the AWWA/WEF Utility Management Conference in San

Francisco. The OST included visits to AID and EPA in Washington, DC, as well as Denver Water Company and the AWWA headquarters in Denver, Colorado. A re-entry workshop is planned for April 7 in order to evaluate the experience and solicit feedback. Initial response from the two participants suggests that they benefitted from their visits, particularly their meetings at Denver Water during which they attended presentations on financial management, O&M (including unaccounted-for-water), and human resource management and development. Dr. Khalifa indicated that he welcomed further collaboration with Denver Water in the HRD arena and the opportunity of inviting Ms. Carla Elam-Floyd, DW’s Director of Human Resources, to advise HCWW on personnel policies and staff development issues. Discussions with AWWA covered several topics, including membership benefits, and standards development (construction, materials, service, etc.). Feedback on the EPA meeting was equally enthusiastic, especially on the presentations related to the Clean Water Act and operator certification.



OST meeting at AWWA



OST meeting at Denver Water

Planning for the second OST advanced during the reporting period. The tour, which will center on Boston, Massachusetts, is scheduled from May 1-11. It will involve five participants from HCWW, including Deputy Chairman Sayed Nasr, and one from CWC. The preliminary agenda is included below.

WWSS OST #2 Tentative Plan and Dates			
1 May	Saturday	Transit	Travel to USA, arrive Boston
2 May	Sunday	Boston	Rest Day, Planned Dinner and Orientation
3 May	Monday	Boston	MWRA <ul style="list-style-type: none"> • Boston Harbor History - pollution • Wastewater Treatment – Deer Island Tour and Visitor's Center • Bio-Solids and Residuals Disposal • Master Planning, Investment Planning, Funding and Project Management • Community Advisory Board
4 May	Tuesday	Boston	Boston Water and Sewer – Wastewater Day <ul style="list-style-type: none"> • Collection System Management; • Infiltration/inflow • Safety • Industrial Pre-treatment • Service Quality Standards

			<ul style="list-style-type: none"> • Standard Operating Procedures
5 May	Wednesday	Boston	Boston Water and Sewer – Water Day <ul style="list-style-type: none"> • Non-revenue water management and water theft control • Pressure Control • Billing and Collection • Stakeholder Involvement • Service Quality Standards • Standard Operating Procedures
6 May	Thursday	Boston area	Cambridge Water Department <ul style="list-style-type: none"> • Automated Meter Reading • Distribution System Management • Cross-Connection Control Program • Water Treatment • Service Quality Standards • Standard Operating Procedures
7 May	Friday	Providence	Narragansett Bay Commission - Wastewater <ul style="list-style-type: none"> • Reclaimed Water/Wastewater Reuse • Bio-Solids and Residuals Disposal • Industrial Waste Pre-Treatment • Service Quality Standards
8 May	Saturday		Day off
9 May	Sunday		Travel back to Cairo
10 May	Monday		Arrive Cairo

CC 5 -- Provide training to HR

personnel (*Months 1-12*). Last December, the WWSS team held a workshop on HR management and development planning in Assiut for the HR units of the Sohag, Assiut, Menufiya, Giza, and Luxor utilities. The workshop covered, among other topics, organizational design of HR units in the subsidiaries. We followed up on this during the quarter with TA in drafting organizational charts, functional mandates, and position descriptions for each company's HR sector. During the reporting period, the utilities completed our proposed HRD organizational structure for the HRD sectors in Beni Suef and Minya. The remainder for the five aforementioned subsidiaries will be completed next May, ahead of schedule.



WWSS HR workshop in Assiut

Other HR staff training during the past quarter included a staffing plan workshop in Menufiya March 8-9, following the completion of their draft business plan, as well as training on and implementation of the ADVAC HR Module in Assiut, Matrouh, and Luxor (see CC 13 for additional details).

CC 6 -- Develop communications planning guide (*Month 12*). This activity is planned to start later this year. A foundation for this task was developed during the brainstorming meetings with HCWW senior staff and Public Awareness unit, as described in HC 3.

CC 7 -- Reengineer/upgrade MARS and provide ongoing support (*Months 1-12*).

We are working with HCWW to transform MARS into a web application to facilitate access and data transmission. Testing of the web-based version is underway in Giza, Qena, Assiut, and Sohag to address VPN and connection problems. Other MARS and IT tasks this past quarter included:

- Assistance to Sohag WWC to solve data sharing problems, orientation on the web-based MARS version, and on-the-job training on solving current connection problems.
- In Menufiya, we implemented the MARS quality control labs module, and provided an orientation on the Technical Monitoring System for the technical department. We also assisted the financial department in solving problems related to the Financial Monitoring System.
- In Matrouh, we provided staff orientation on the Financial Monitoring System, and solved problems related to lab location, phone lines, and internet connections. We also completed the integration of MARS to include hotline 125, customer service, and billing systems. The Chairman of the WWC ordered the establishment of a financial analysis unit; the new organizational structure is awaiting approval.
- In Giza, we helped implement the asset management software at the economic analysis department, and provided an orientation to its staff on the MARS software, along with TA on the performance indicators and the financial monitoring system.

Previously planned enhancements of MARS are presently on temporary hold and we plan to resume its evaluation in cooperation with HCWW in the near future.

CC 8 -- Conduct O&M planning and budgeting workshops (*Months 1-5; 7, 8, and 11*). The third workshop in the series was postponed. We are completely overhauling our capacity building activities in this area through a more rigorous selection of candidates to lead O&M planning work at the subsidiary level, and instituting a training of trainers program for up to ten local trainers with a view of selecting about six qualified utility staff members who could train others within the subsidiaries.

CC 9 -- Conduct field visit to Alexandria Water Company's lab (*Month 7*). Preparations are underway for this activity planned for May 2010. Two participants from each WWC are expected to participate in this tour, whose venue is being moved to Beheira.

CC 10 -- Conduct network management workshops (*Months 4, 7, 11*). This activity has been delayed until next quarter. It was decided to implement this workshop with numerous utilities, therefore requiring more time to pull together.

CC 11 -- Develop and deliver financial accounting and cost accounting manuals (*Months 1-4, 6-7, 10-11*). Draft copies of the financial accounting and cost accounting manuals were reviewed by HCWW. We incorporated their comments and forwarded the documents to Dr. Osama Mohy Eldein, our external reviewer for editing and final revision. The two manuals are being combined into one volume scheduled to be published and disseminated in May.

CC 12 -- Conduct Unified Accounting System (UAS) training program (*Months 2-3, 6-7, 10-11*). To date, this two-part UAS training was delivered to a total of 149 trainees, as follows:

- Menufiya: Part 1 (69 staff members)
- Minya and Giza: Part 2 (20 staff members)
- Matrouh: Part1 (18 staff members)
- Luxor: Part 1 (24 staff members)
- Giza: Part 1 (18 staff members)

CC 13 -- Support installation of ADVAC System at select subsidiaries (*Months 1-*

9). Pursuant to the request of HCWW and the approval of USAID, we purchased ten ADVAC licenses. Five of these were destined to WWSS utilities (Luxor, Sohag, Assiut, Giza, and Matrouh) and five others for other subsidiaries in need of this accounting and HR management information system. In order to harmonize training, we will involve HCWW staff in ongoing ADVAC training activities to ensure consistency in training of non-WWSS utilities.

Three Phases of ADVAC Installation and Training

Installation and initial training. Installing the software and uploading the basic information (e.g., chart of accounts, cost centers codes, opening balances, etc).

Operation. Validating the information uploaded, developing financial statements, and integrating different modules.

Integration. Training on developing different reports other than the main financial statements, in addition to software administrators training.



WWSS ADVAC training in Luxor

To date, the software applications were installed in three subsidiaries (Luxor, Assiut, and Matrouh), which have received two out of the three-part training.

CC 14 -- Provide ongoing PRiSM support

(*Months 1-12*). This quarter, the WWSS team undertook the following activities:

- Weekly coordination meetings with MHUUD and HCWW to review progress, and recommend and implement system enhancements, including data verification approaches.

- Workshop at HCWW for all utilities to discuss the causes of infrequent PRiSM updates, and provided follow up IT training to over 50 utility staff members.
- Training on the latest PRiSM version to all utilities.
- Developed templates for project data entry and updates. This template serves as a data quality control tool. (Deputy HCWW Chairman Sayed Nasr sent a letter to all utilities urging them to use such templates on all project updates.)
- OJT on PRiSM and the program management indicators to WWCs at Luxor, Aswan, Assiut, Sohag, Qena, Beni Suef, Giza, Menufiya and Matrouh.

Elements of WWSS PRiSM Support

1. Customize and refine PRiSM as necessary
2. Training of the affiliated companies
3. Ensure that all affiliated companies are performing regular updates
4. Train companies on enhancing the quality of data entered
5. Establish and train companies on actual construction and progress indicators
6. Perform all program management responsibilities for all resources procured or developed for three selected subsidiaries

- Provided enhancements to the PRiSM manual such as step by step instructions and frequently asked questions.
- Followed-up with utilities on data update and system issues.

The following table summarizes PRiSM activities with various subsidiaries:

Company	Task			
	OJT	Continuous follow-up by telephone	Review HCWW projects with PRiSM	Classroom Training
Cairo	•		•	
Giza	•	•	•	•
Beni Suef	•	•	•	
Minya	•		•	
Assiut	•	•	•	•
Sohag	•	•	•	•
Luxor	•	•	•	•
Qena	•	•	•	
Aswan	•	•	•	
Matrouh	•	•	•	
Daqahliya	•	•	•	
Menufiya	•	•	•	

CC 15 -- Develop capital investment planning and budgeting manual, and provide orientation (*Months 1-5*). We completed the first draft of the capital investment planning and budgeting manuals and will release the document during the upcoming quarter. Building upon this draft manual, the following related activities were implemented during the quarter:

- Provided OJT for the master planning units in Luxor, Qena, Assiut, Sohag, Beni Suef, Minya, Menufiya, Daqahliya, and Matrouh on maximizing the benefits of the master plan.
- In cooperation with WPRR, MHUUD and NOPWASD, developed criteria for water and wastewater project selection.
- Visited Sohag, Menufiya, and Matrouh to assist them in preparing their CIP for 2010/2011 and to review existing capital investment projects.

CC 16 -- Develop and disseminate standard key documents for projects life cycle (*Months 1-6*). Working closely with our WPRR colleagues, we completed drafts for five standard key documents this past quarter, and two more are underway. At the request of the HCWW, we prepared a scope of work for the development of standard documents for indefinite quantity procurements for rehabilitation and renovation works. Drafting the documentation will begin next month after reviewing the terms of reference of the writer with General Sayed Nasr, HCWW Deputy Chairman.

CC 17 -- Develop site identification and acquisition procedures (*Months 6-8*). This activity starts in April. Work on selecting three partner subsidiaries to serve as pilots and preparing scopes of work for bidding companies is underway.

C18 -- Conduct planning and scheduling training program (*Month 5*). During the month of February, four HCWW staff members, along with engineers from Giza, Beni Suef, Assiut, Sohag, Qena, Matrouh, Daqahliya, and Menufiya successfully completed our planning and scheduling training program.

CC 19 -- Coordinate with the WPRR Program on implementing the Operator Certification Program (*Months 6-8*). We will initiate this task in May after WPRR completes the test questions for the first set of courses. In the interim, we are in touch with WPRR and held two coordination meetings with them this quarter. We are also doing some preliminary work by consulting with the Jordan OMT Project and acquiring needed reference materials from the US. We will be soon releasing the terms of reference for short-term curriculum developers in view of mobilizing them once WPRR hands over the task to us.

CC 20 -- Training of customer service and billing center staff (*Months 3-8*). Moving forward, customer service and billing center activities will be confined to subsidiaries with project-supported UFW programs – Luxor, Sohag, and Assiut. The Sohag and Assiut WWCs are currently building their customer service centers, after which we will provide them with equipment. We are informed that Sohag's customer service center building is nearly complete, Assiut's is still in the tendering process.

3. Component C: Subsidiary-Specific Activities

Sohag Water and Wastewater Company

As a new company, Sohag WWC is one of the most heavily-targeted subsidiaries in the WWSS scope of work. We planned activities across all functional areas to help the various organizational units launch their activities. The WWC Chairman and O&M sector staff have been particularly supportive of our activities. Because of this and the potential impact of UFW interventions, evidenced by the Luxor pilot, we are planning to replicate the UFW program in Sohag next quarter and align our activities in billing and customer service within this program. While their functioning meter repair workshop customer service center will enable implementation of the UFW program, their billing system is archaic and presents challenges with accurate data collection and monitoring of program results. The company is in the process of acquiring leak detection equipment—WWSS provided assistance in developing the technical specifications for these devices along with providing training in their use—which will be of great benefit to our upcoming UFW work in Sohag.

SOH 1 (See CC 1) -- Assist in the ongoing development of the Sohag WWC business plan (*Months 1-5*). Business planning activities are ongoing in Sohag. The first draft will be completed by April 13, and a review workshop has been scheduled for April 26.

SOH 2 (See CC 5) -- Launch Sohag WWC human resources department (*Months 1-5*). Kindly refer to section CC5.

SOH 3 -- Develop Sohag WWC staffing plan (*Months 2-5*). The staffing plan for Sohag will be initiated following the completion of the Sohag business plan.

SOH 4 (See CC 11, 12, 13) -- Strengthen Sohag WWC finance department (*Months 1-12*). During this quarter, we solidified our approach to strengthening utility finance departments in Sohag, Assiut, Menufiya, Luxor, and Giza: (1) we reviewed the organizational chart of the financial division (sector), and recommended changes, including the development of a single integrated organizational chart for each WWC; (2) we implemented the five-year financial planning tool as part of the business planning process; (3) we prepared for the development of performance-based budget activities, which will continue in program year three; and, (4) we continued to providing on-the-job training in financial and cost accounting, which will continue with the roll-out of the financial and cost accounting manuals next quarter (see also CC 11).

SOH 5 -- Support Sohag WWC warehouse and procurement unit (*Months 2-6*). We conducted preliminary activities in this area and provided the WWC with sample organizational charts, job descriptions, and development plans for the procurement and warehouse departments. We are suspending this activity to focus our resources on other priorities with higher expected return.

SOH 6 (See CC 20) -- Establish a billing and customer service center (*Months 4-6*). The building for the customer service center in Sohag is completed. We will provide equipment for its facilities, train the staff and continue related activities within the framework of the UFW program.

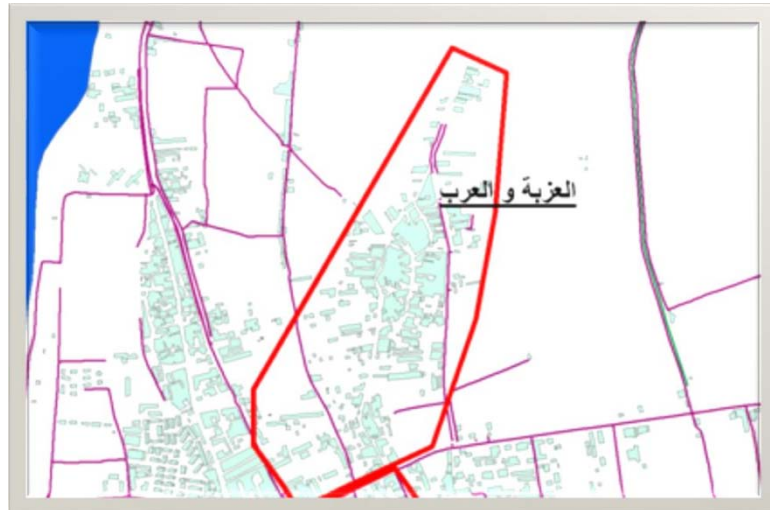
SOH 7 -- Assist in development of O&M plan and budget (*Months 6-9*). During the quarter, the WWSS O&M team continued to provide on-the-job training and follow-up to

review and encourage progress in developing the plan and budget. As described above in CC 8, additional resources will be devoted to this task during the next two quarters to ensure completion and capacity building amongst subsidiary staff. See also CC 8.

SOH 8 -- Enhance utilization of laboratory (*Months 7-9, 11-12*). Our staff drafted sample SOPs for physical and chemical analysis, provided training on counting algae and microscopic examination procedures, and facilitated knowledge sharing between the lab chemists in Sohag, Minya and Beni Suef.

SOH 9 -- Provide technical and on-the-job training for Sohag GIS unit (*Months 7-12*)

GIS activities in Sohag were driven by the planned roll-out of the UFW program. Our GIS Specialist made a presentation staff on the use of GIS in the context of the UFW program, including the data layers necessary. We supported the GIS team to develop maps for the pilot areas of El Ezba and El Arab (see box). In addition, we provided OJT to Sohag staff on basic GIS functionality, development of the UFW program geodatabase, and field-based recording of GPS coordinates.



GIS map of El Ezba and El Arab, pilot areas for UFW program

SOH 10 -- Support the establishment of the Sohag WWC PMU (See also tasks **CC 14, 15, 16, and 17**). (*Months 6-8*). This task is scheduled for the next quarter. Planned activities include training in Water CAD, Sewer CAD, and contract management, among other things.

Assiut Water and Wastewater Company

As in the case of the Sohag WWC, the newly established Assiut WWC is receiving a complete package of project assistance. Business planning activities are progressing, despite challenges with data collection, and we are making efforts to update the newly appointed Chairman on the process so he can actively participate and we can continue to meet deadlines. With the active support of the previous Chairman, capital investment planning and program management activities have been successful and dedicated staff have performed well in training and WWSS OJT activities there. The O&M budgeting activities garner the Chairman's support, but the Chief of the O&M sector is pulled in many directions and has not had sufficient time for this activity. The SOP activity is going well and will be replicated in two additional plants next quarter. Additionally, billing, customer service, and metering work will be directed next quarter within the coming UFW program, and to date the billing and customer service centers are not complete. The company is now in the final stage of awarding the contract for the procurement of leak detection equipment—WWSS provided assistance in developing the technical specifications for these devices along with providing training in their use—which will be of great benefit to our upcoming UFW work in Assiut.

AST 1 (See CC 1) -- Assist in the ongoing development of the Assiut WWC business plan (*Months 1-5*). The draft Assiut business plan was completed in January 2010, and we supported the review workshop, attended by WWC leadership, on January 27, 2010. Updates to the draft plan are underway.

AST 2 (See CC 5) -- Launch Assiut WWC human resources department (*Months 1-5*). Kindly refer to CC5.



Assiut business planning activities, January 2010

AST 3 -- Develop Assiut WWC staffing plan (*Months 2-4*). This activity will be initiated next quarter, and will build upon the Assiut business plan.

AST 4 -- Establish Assiut WWC training center (*Months 5-9*). This task is pending the selection of a training center location by the WWC. WWSS will be involved with procuring equipment for the center.

AST 5 (See CC 11, 12, 13) -- Strengthen Assiut WWC finance department (*Months 1-12*). As described above under SOH 4, we worked with the Assiut finance department on a number of foundation-building activities this quarter, including organizational design, five-year financial planning, and on-the-job training in financial and cost accounting.

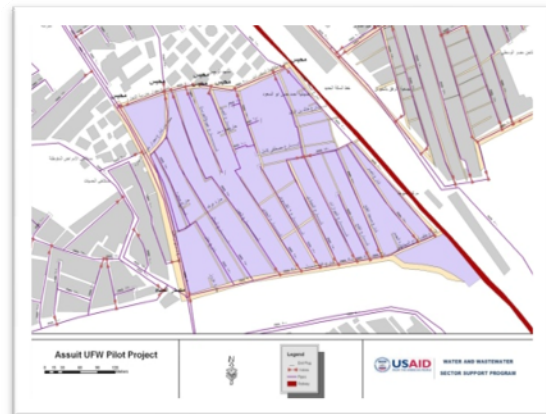
AST 6 – Support Assiut WWC warehouse and procurement unit (*Months 2-6*). We provided the Assiut WWC with sample organizational charts, job descriptions, development plans, a procurement database, a materials coding system, and assistance in warehouse stock valuation. We are suspending our activities at this stage, but make ourselves available to

assist the WWC on an as-needed basis.

AST 7 -- Establish a meter repair workshop (*Months 1-8, 11-12*). This task will be implemented within the context of the UFW program, later this year. The Assiut WWC has not yet started the rehabilitation of the building for the workshop as they are still in the tendering process.

AST 8 -- Establish a billing and collections center (*Months 1-7*). The Assiut WWC is still in the tendering process for the building of a billing center. Technical assistance to the billing and collections staff will be implemented as part of the UFW program.

AST 9 -- Provide technical and on-the-job training for Assiut GIS unit (*Months 1-5*). As in Sohag, GIS activities in Assiut were driven by the planned roll-out of the UFW program. WWSS GIS Specialist Z. Yehia gave a presentation to Assiut GIS staff on the use of GIS in the implementation of the UFW program, including the data layers necessary. We supported the GIS team to develop maps for the pilot area of El Sadat (see box). In addition, OJT was provided to Assiut staff on basic GIS functionality, development of the UFW program geodatabase, and field-based recording of GPS coordinates.



GIS maps of El Sadat, the pilot area for the Assiut UFW program

AST 10 -- Assist in development of O&M plan and budget (*Months 7-10*). During the quarter, the WWSS O&M team continued to provide on-the-job training and follow-up to review and encourage progress in developing the plan and budget. As described above in CC 8, additional resources will be devoted to this task during the next two quarters to ensure completion and capacity building amongst subsidiary staff. See also CC 8.

AST 11 -- Replicate JICA-developed SOPs in two plants (*Months 8-12*). During this quarter, we completed the standard operating procedures for the Nazlet Abdallah water treatment plant, reviewed them with the Assiut WWC and the HCWW, and provided OJT for plant operators on implementing the SOPs with existing plant components. We initiated replication of this activity with two additional water treatment facilities – one Artesian well and one compact unit. Following implementation of all SOPs, and incorporating lessons learned from a similar activity in Minya, we will produce a manual on the development of SOPs and conduct related workshops in year three.

AST 12 -- Procure equipment for newly established Assiut WWC PMU (*Months 3-5*).

During this quarter, the procurement list and specifications for equipment for the Assiut PMU (and others) was completed and approved, and equipment is due to arrive next quarter. See PDC 5 for more details on the status of procurement.

AST 13 (See CC 14, 15, 16, 17) -- Support the establishment of the Assiut WWC PMU (Months 6-8). This task is planned to start next quarter, and activities will include training in Water CAD, Sewer CAD, and contract management, in addition to ongoing TA on PRiSM.

AST 14 -- Perform project management responsibilities (Months 3-12). During this quarter, we provided the newly established PCU with all PRiSM-related templates and forms, and worked with them, through OJT sessions, on completing timely data entry and updates (see photo below). To control quality of data, we coordinated data collection with relevant departments, such as contractual and financial departments, to validate data entered against original documents. We also held OJT sessions on performance indicators for constructions projects (see below photo).



OJT session in Assiut on the use of performance indicators for construction projects

AST 15 -- Provide technical assistance in managing one construction project (Months 6, 8, 11).

We are examining various infrastructure projects that would be suitable for project-supported construction management. After discussions with the Swiss Embassy this quarter, we are preparing a concept paper for partnerships in Sohag and Assiut on two projects they are considering. See also HC 11.

Luxor Water and Wastewater Company

WWSS activities in Luxor cover business planning, finance, HR, O&M, and program management, and include an emphasis on the pilot UFW program. Though we experienced delays this quarter on leakage repair and the finalization of the billing system, WWSS is now preparing to support WWC staff in replicating the UFW program in the rest of Luxor city. Luxor WWC now has well-trained staff in its GIS unit, a dedicated leak detection department, and a water meter workshop taking the lead on the replacement dysfunctional meters. ADVAC is installed, and WWC staff are well-trained in its operations and in extracting and issuing financial reports. In addition, the WWC has completed the first draft of its Business Plan. The organization structure for the WWC is not clear, and it does not have an O&M director, causing challenges for our team on the O&M management system task. Additionally, we have faced challenges in use and maintenance of the MARS system since the economic analysis department staff was reduced.

LUX 1 -- Develop and implement unaccounted-for water (UFW) pilot program (*Months 3-11*). Building on last quarter's activities, the WWSS team implemented the following activities aimed at reducing technical and commercial losses:

- Completed a leak detection survey within the pilot area
- OJT for company staff on how to identify leaks using existing equipment (provided by USAID under the Secondary Cities project) and others rented from Cairo Water Company
- Measured water flow and water pressure within the pilot area network in order to estimate the amount of water consumed and establish baselines for reduction of losses (see box)
- Encouraged the fixing of leaks by the company, which is ongoing, through regular visits and an MOU with the Chairman
- Refined the number of meters in the pilot area based on the new pilot area boundary defined by the Luxor local council (see map below). A total of 508 meters have been replaced out of 1727 total connections
- Reduced illegal connections by encouraging implementation of the disconnection policy and/or connecting the customer to a billed identity
- Collected commercial data using GIS and the billing system to establish historical trends in consumption for pilot program baseline analysis

Key Baseline Figures in Pilot Area

- Daily consumption is 3,600m³. This includes UFW.
- Total estimated population is 13,233, resulting in a consumed water figure of 275 liters per capita per day, which is high.
- Mean pressure in the network during the same period was 19 – 20 meters head (2 kg/ cm²) which is enough for a building of four floors
- 108 leaks were discovered in the pilot area
- 31% of meters were out of order

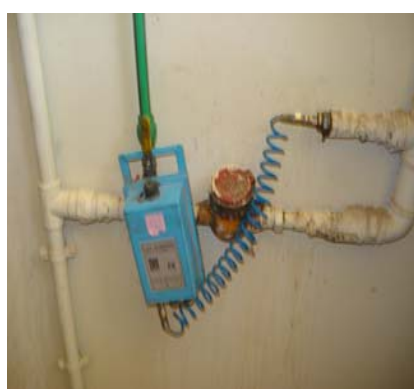
The pilot activity is scheduled to conclude once the leaks are repaired by the company in mid-April, when we will evaluate its results and prepare a final report. Replication in Assiut and Sohag is underway, and roll-out to all of Luxor city is planned for next quarter after the pilot is concluded. We will also prepare a manual for use by other companies and hold workshops to encourage replication, starting late next quarter.



The final pilot area after reduction



Measuring water flow



Logging the pressure from the pipe



Replacement of out of order meters

LUX 2 (See CC 1) -- Assist in the ongoing development of the Luxor WWC business plan (Months 1-5). A draft of the Luxor WWC business plan was completed, and a review workshop was held on March 28. Additional details on WWSS business planning activities are provided in section CC1.

LUX 3 -- Develop Luxor WWC staffing plan (Months 2-5). The Luxor WWC staffing plan activity will be initiated next quarter, after the completion of the Luxor business plan.

LUX 4 (See CC 11, 12, 13) -- Strengthen Luxor WWC finance department (Months 1-12). As described above under SOH 4, we worked with the Luxor finance department on a number of foundation-building activities this quarter, including organizational design, five-year financial planning, and on-the-job training in financial and cost accounting.

LUX 5 -- Update USAID-supported O&M management system (Months 3-6). We continued to support the revived PMC 2000 O&M management system, and provided training for two engineers in system operation as well as OJT in issuing work orders using the system.

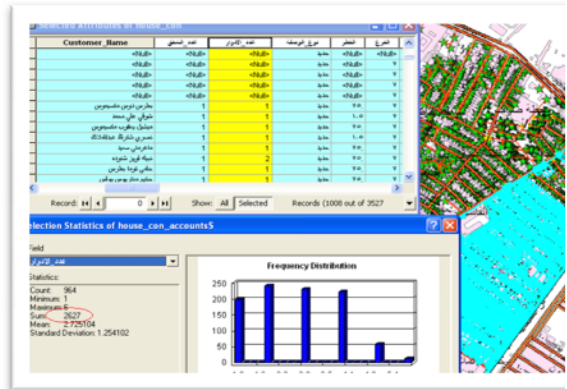
LUX 6 -- Provide technical and on-the-job training for Luxor GIS unit (Months 1-4). We continued to support the GIS function in Luxor within the context of the UFW program. Activities included:

- Verifying house connection data and developing a governorate map

- OJT on linking the GIS database with the billing system database for UFW analysis
- Providing statistics for the pilot area on the estimated consumed water volume including losses in pipes and consumers connections
- OJT on the using spot levels and contour lines for 3D analysis (steepest path, etc) in the pilot area



Map of house connections in Luxor pilot area



Water consumption data in Luxor's pilot area

LUX 7 -- Procure equipment for newly established Luxor WWC PMU (Months 3-5). During this quarter, the procurement list and specifications for equipment for the Luxor PMU was completed and approved. Equipment is due to arrive next quarter. See PDC 5 for more details on the status of procurement.

LUX 8 (See CC 14, 15, 16, 17) -- Support the establishment of the Luxor WWC PMU (Months 6-8). The decree to establish the PMU in Luxor was issued at the end of this quarter, and technical assistance is scheduled to begin next quarter. Planned activities include training in Water CAD, Sewer CAD, and contract management, among other things.

Giza Water and Wastewater Company

A number of activities were completed in Giza this quarter, including the draft WWC business plan and its staffing plan. Other areas of WWSS focus included project management and PRiSM, GIS support, and pilot programs in chemical and electrical use and computerized maintenance management. Regarding the latter, the WWSS experience implementing the Arabised CWorks program has been very well-received in the Gezirat Al-Dahab WTP, and will be replicated in at least five governorates during the rest of the year. Also, MARS data collection, entry, and quality has improved with the addition of dedicated staff in the economic analysis department.

GIZ 1 (See CC 1) -- Assist in ongoing development of Giza WWC business plan (*Months 1-5*). The first draft of Giza's business plan was completed in February 2010, and five workshops were held to review all elements of the plan with Company leadership and senior staff. The following table provides an overview of estimated Giza expenses, revenue, and profit over the next five years:

Projected expenses, revenue, and profits as forecasted during the business planning process

GIZ 2 -- Finalize Giza WWC staffing plan (*Months 1-2*). This activity was completed last quarter.

GIZ 3 (See CC 11, 12, 13) -- Strengthen WWC finance department (*Months 2-12*). We worked with the Giza finance department on a number of foundation-building activities this quarter, including organizational design, five-year financial planning, and on-the-job training in financial and cost accounting.

GIZ 4 -- Establish circuit rider program for Giza WWC (*Months 2-9*). This activity

has been cancelled. HCWW has advised us that they will procure the equipment and manage the program.

GIZ 5 -- Conduct audit of electricity and chemical use of Giza WWC (*Months 8-9*). Ahead of schedule, we initiated the electricity use rationalization study this quarter in the Giza water treatment plant, which is a medium voltage facility. The chemical optimization study is planned for the coming quarter.

GIZ 6 and 7 -- Establish a meter repair workshop for Giza WWC (*Months 1-8; 11-12*), and **Assist Giza WWC with customer service center establishment** (*Months 1-5*). Moving forward, tasks related to meter repair and customer service will be confined to UFW programs. In Giza, these activities will be reconsidered in the context of future UFW programs, possibly in Year 3.

GIZ 8 -- Provide technical and on-the-job training for Giza GIS unit (*Months 3-7*). We procured and installed the ArcGIS ArcView 9.3 software and conducted a GIS course for 14 staff members. Additional OJT will be provided next quarter.



GIS training in Giza

GIZ 9 -- Procure equipment for newly established Giza WWC PMU (*Months 3-5*). Software and equipment are due to arrive next quarter. See PDC 5 for more details on the status of procurement.

GIZ 10 (See CC 14, 15, 16, 17) -- Support the establishment of the Giza WWC PMU (*Months 5, 6, 8*). This task is scheduled for the next quarter. Planned activities include training in Water CAD, Sewer CAD, and contract management, among other things.

GIZ 11 -- Perform project management responsibilities (*Months 3-12*). During this past quarter, we provided the newly established PCU with all PRiSM-related templates and forms, and worked with them on completing timely data entry and updates. To control quality of data, we coordinated data collection with relevant departments, such as the contracts and finance departments, to validate data entered against original documents. We also held OJT sessions on performance indicators for construction projects.

Menufiya Water and Wastewater Company

Business planning activities in Menufiya have benefited from a highly supportive Chairman and financial sector head, as well as a highly qualified staff. Data collection, however, has proven difficult, in part because MARS implementation is weak due to a lack of dedicated staff. Human resource development activities were particularly successful. With our assistance, the HR staff prepared a departmental plan, along with a unit organization structure and job descriptions. Success of energy use rationalization activity in Menufiya confirmed the importance of this task, prompting us to replicate it in additional governorates.

MEN 1 (See CC 1) -- Assist in ongoing development of the Menufiya WWC business plan (*Months 2-5*). The first draft was completed in December 2009, and a review (“buy-in”) workshop was conducted on January 5th, 2010. Our team also supported the design of a business planning database that was completed and uploaded on the company server. Further, a Business Planning Unit was initiated in January, and the WWC’s Business Planning Coordinator / Planning Sector Head shared his experience at the WWSS-supported BP Workshop in Qena in February.



Menufiya business planning “buy-in” workshop

MEN 2 (See CC 5) -- Launch Menufiya WWC human resources department. **Y2 Timeline** (*Months 2-4*). Kindly refer to CC5.

MEN 3 -- Finalize Menufiya WWC staffing plan (*Month 9*). This activity has started ahead of schedule. Our staff is helping the Company prepare its plan through a series of workshops. We anticipate completion next quarter.

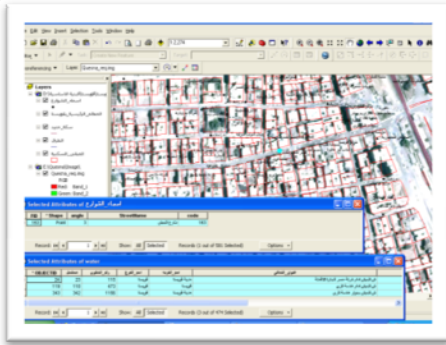
MEN 4 (See CC 11, 12, 13) -- Strengthen WWC finance department (*Months 2-12*). We worked with the Menufiya finance department on a number of foundation-building activities this quarter, including organizational design, five-year financial planning, and on-the-job training in financial and cost accounting.

MEN 5 -- Implement warehouse management pilot program at Menufiya WWC (*Months 1-12*). We jointly completed an action plan and are awaiting the completion of the warehouse construction before resuming work.

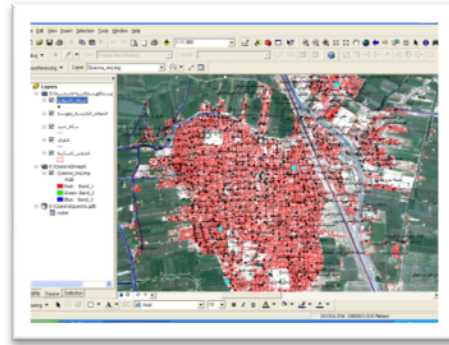
MEN 6 -- Establish a meter repair workshop for Menufiya WWC (*Months 1-8, 11-12*).

Moving forward, tasks related to meter repair and customer service will be confined to UFW programs. In Menufiya, these activities will be reconsidered in the context of future UFW programs, possibly in Year 3.

MEN 7 -- Provide technical and on-the-job training for Menufiya GIS unit (*Months 2-6*). We procured, delivered and installed ArcGIS ArcView 9.3 software and trained 11 staff members on this program. We also provided assistance on linking GIS with the 125 hotline, complaint report generation, and overlaying satellite images with GIS maps.



Link the GIS with the hotline 125



Location of complaints

MEN 8 -- Conduct audit of electricity and chemical use of Menufiya WWC (*Months 5-6*). The electricity rationalization task was completed, and the report is in production. We provided training to subsidiary and HCWW staff to replicate the activity, and will continue to follow-up through field visits. The chemical optimization task began in March and will be completed next quarter.

MEN 9 -- Procure equipment for newly established Menufiya WWC PMU (*Months 3-5*). Software and equipment are due to arrive next quarter. See PDC 5 for more details on the status of procurement.

MEN 10 (See CC 14, 15, 16, 17) -- Support the establishment of the Menufiya WWC PMU (*Months 5, 6, 9*). This task is scheduled for the next quarter. Planned activities include training in Water CAD, Sewer CAD, and contract management, among other things.

Beni Suef Water and Wastewater Company

Our work plan prioritized HR assistance, given the recent sector-wide restructuring of HR units, and laboratory assistance to preserve USAID's previous investment in the central lab. As those activities progress, we plan to build upon them with business planning and chemical optimization activities, respectively, in the coming two quarters. We have also included representatives from Beni Suef in a number of cross-cutting activities related to capital investment planning and program management, as described in CC 14, 15, and 18. Finally, given the successes in nearby Minya, we will also roll out energy rationalization activities here.

BEN 1 -- Propose a new organizational structure for the HR sector (*Month 5*). A draft organization structure was completed during the reporting period by the HR sector, using guidance and samples provided by WWSS in the HR workshop. The task will be finalized by June 30.

BEN 2 -- Develop inventory management procedures (*Months 6-8*). This task has been suspended and we are re-programming its resources to other higher-yielding activities. We remain available to assist the WWC with inventory management on an as-needed basis.

BEN 3 -- Improve utilization of central lab (*Months 1-6*). Our Laboratory Specialist drafted sample SOPs for physical and chemical analysis, provided training on counting algae and microscopic examination procedures, and facilitated knowledge sharing between the lab chemists in Beni Suef, Sohag, and Minya.

Minya Water and Wastewater Company

Minya WWC was a fertile testing ground for O&M pilot activities in chemical use optimization, energy use rationalization, and standard operating procedures, which we will now expand to additional governorates. Activities to strengthen use of the central lab have proven useful and will continue in the coming months.

MIN 1 -- Propose a new organizational structure for the HRD section (*Month 6*). A draft organization structure was completed during the reporting period by the HR sector, using guidance and samples provided by WWSS in the HR workshop. The task will be completed on schedule.

MIN 2 -- Develop inventory management procedures (*Months 6-8*). This task has been suspended and we are re-programming its resources to other, higher-yielding activities. We remain available to assist the WWC with inventory management on an as-needed basis.

MIN 3 -- Conduct an audit of chemical and electricity use (*Months 2-3*). We completed the studies. The reports, including findings and recommendations, will be published early next quarter. Along with these, we will develop manuals based on our experience in Minya and Menufiya, and conduct workshops and training of trainers to create a local resource pool and promote replication elsewhere.

MIN 4 -- Replicate implementation of JICA-developed standard operating procedures (SOPs) (*Months 3-7*). During this quarter, we drafted SOPs (based on the JICA model) for the Kedwan water treatment plant and initiated work on the SOPs for the Abou Korkas wastewater treatment facility. Based on preliminary implementation of elements of the SOPs, the plant reported a 31% savings in energy, amounting to a savings of in the range of LE 27,000 - 39,000 per month.

MIN 5 -- Improve utilization of central lab (*Months 1-6*). The WWSS Laboratory Specialist drafted sample SOPs for physical and chemical analysis, provided training on counting algae and microscopic examination procedures, and facilitated knowledge sharing between the lab chemists in Beni Suef, Sohag, and Minya. Additional TA and training will continue through the remainder of the plan year.

Aswan Water and Wastewater Company

WWSS activities in Aswan focus on planning and program management. Progress was stalled throughout the quarter due to the lack of dedicated staff for project management activities. However, a recently issued decree establishing a PMU should make cooperation much more effective going forward. Further, we will include Aswan in the planned implementation of upcoming chemical use optimization and energy use rationalization activities, two additional tasks not included in the WWC work plan.

ASW 1 -- Provide recommendations for Aswan WWC Planning Unit and PMU on integration (*Months 1-2*). This task has been completed, and a letter was sent to the Aswan Chairman, via HCWW's Vice-Chairman, detailing WWSS's recommendations.

ASW 2 (See CC 14) -- Establish Aswan WWC PMU (*Months 2-12*). During this quarter, WWSS provided the WWC Chairman with an organization chart and summary requirements to establish a PMU. As the decree to establish the PMU was issued in the closing days of the quarter, project assistance to the PMU will commence next quarter.

Qena Water and Wastewater Company

Given the presence of a full-time GTZ technical assistance team at the Qena WWC, WWSS program activities are limited in number and are designed to compliment that team's efforts. This quarter, we focused on business planning activities, in cooperation with GTZ, and on project management capacity building. MARS utilization remains a challenge to be addressed next quarter.

QEN 1 (See CC 1) -- Develop the business plan (*Months 6-12*). This activity began ahead of schedule with a training workshop in February for the upper and middle management of the Qena utility. The GTZ team attended our training and is cooperating closely, ensuring that the business plan builds upon their strategic planning activity. Preparation of the business plan is underway and supported through follow-up visits by the WWSS team. A draft is due next quarter.

QEN 2 (See CC 14, 15, 16, 17) -- Provide training and technical assistance in project management (*Months 4, 6-8*).

During this quarter, WWSS provided training to appropriate Qena WWC staff on PRiSM, project scheduling, and MS Project. Pre- and post-training assessments demonstrated very good knowledge uptake by trainees. Upon delivery of the procured Water and Sewer CAD software packages, we will implement relevant training as planned.



Qena: On-the-job training session on use of indicators in construction management

QEN 3 -- Perform program management responsibilities (*Months 3-12*). During this quarter, WWSS worked closely with newly established PCU in Giza, Assiut and Qena. Additional information is provided in AST 14.

Matrouh Water and Wastewater Company

A wide range of program activities is underway at the Matrouh WWC, and the Chairman is very eager to work with the WWSS team. This past quarter, we provided training on scheduling and MS Project, supported the installation of ADVAC, conducted a workshop in management fundamentals, and provided UAS training for the financial team. ADVAC launching has progressed positively. However, training on database management is required to ensure the stability of the system. We will provide such training next quarter. While some MARS modules are up and running, others are not implemented. We expect this situation to improve next quarter based on the recent establishment of a financial analysis department there.

MAT 1 (See CC 1) -- Develop the business plan (*Months 7-12*). Business planning activities will kick off in Matrouh during a May 2010 workshop.

MAT 2 -- Revitalize USAID-supported asset management IT system (*Months 5-8*). The WWSS team initiated this activity with an assessment of the existing asset management system. In addition the Matrouh Chairman issued a decree to form an asset management unit, so we anticipate full cooperation to undertake this activity next quarter.

MAT 3 (See CC 14, 15, 16, 17) -- Provide technical assistance to project management staff (*Months 3-9*). WWSS provided training on PRiSM, project scheduling, and MS Project. Pre- and post-training assessments demonstrated very good knowledge uptake by trainees. Upon delivery of the procured Water CAD and Sewer CAD software packages, we will implement relevant training as planned.

MAT 4 -- Provide technical assistance in managing one construction project (*Months 3, 4, 6, 8, 11*). We have been unable to identify a suitable project in Matrouh. We are continuing our search and are considering a possible substitute elsewhere.

MAT 5 -- Assist in implementation of procured hand-held units (*Month 3*). This subsidiary-led activity did not require the anticipated input from the WWSS team. The Company has procured the equipment and is implementing the program independently.

MAT 6 -- Provide OJT in implementation of procured O&M management software (*Months 3-4*). This activity has been rescheduled to June and July, 2010.

Cairo Water Company

As noted in our work plan, activities targeting the Cairo Water Company are confined to cross-cutting activities and responses to *ad hoc* requests from the chairman. During this quarter, we assessed CWC's inventory control system, and provided assistance in the development of CWC's organizational chart. In addition, CWC official A. Hamoude has been closely involved with the WWSS-supported HCWW communications strategy activity, and we are including a CWC representative in the upcoming US study tour. We will continue to include CWC in cross-cutting activities.

CAI 1 -- Identify optimal computerized inventory control and management system (*Months 2-5, 10*). WWSS assessed CWC's inventory management system in the last quarter and put a hold on the activity pending the results of the utility's independent testing of a new ADVAC designed inventory management software.

CAI 2 -- Assist in implementation of procured O&M management software (*Months 8-10*). This activity is set to start in June. CWC has previously acquired the MP2 O&M management system, which is a highly complex maintenance management system. Their current version is outdated, and upgrades are costly. After testing the Arabised CWorks shareware CMMS at the Gezirat Al-Dahab WTP in Giza, we will roll it out in additional governorates, including Cairo.

CAI 3 -- Involve CWC personnel in cross-cutting activities (*Months 2-12*). CWC participated in our construction management workshop and the action planning sessions for the HCWW communications strategy development. A CWC representative will participate in the second US observational study tentatively scheduled for next May.

Daqahliya Water and Wastewater Company

Pursuant to the terms of our contract, activities in Daqahliya are limited to capital investment planning and program management. Daqahliya staff participated in a number of cross-cutting activities, and we expect the subsidiary-specific tasks to be on schedule.

DAQ 1 -- Using a local qualified firm, perform construction management services for one project (*Months 6, 8, 11*). Our team visited the Daqahliya Company this past quarter and initiated discussions on suitable candidate projects.

DAQ 2 -- Roll out cross-cutting capital investment planning and program management activities (*Months 6-12*). Daqahliya participated in several cross-cutting activities including OJT for master planning units, the planning and scheduling training program, and received support in connection with the PRiSM program.

4. Component D: Program Development and Coordination Activities

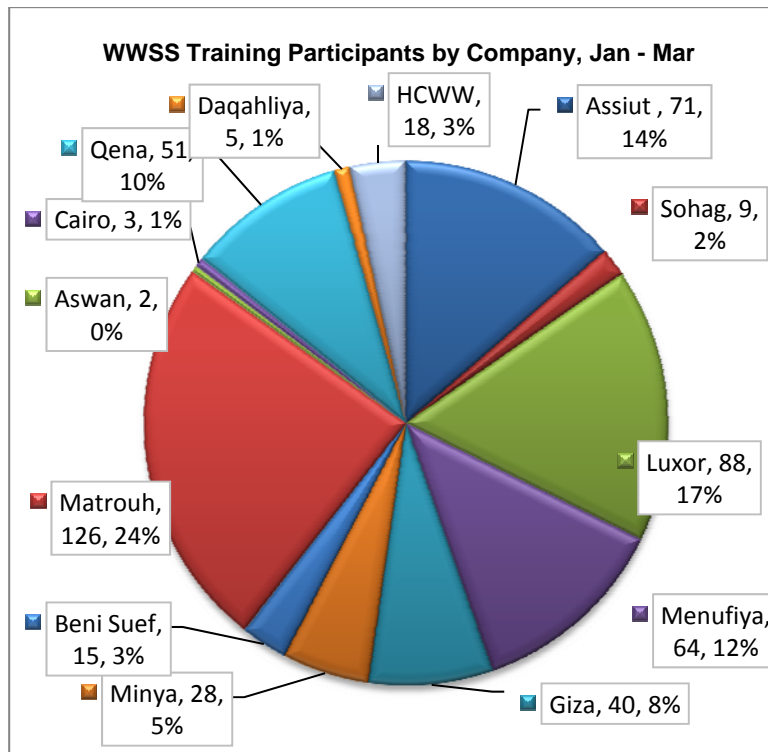
Program development and coordination activities have concentrated on complementing staff resources to ensure adherence to plans and timely deliverables. For instance, the Deputy Chief of Party, in addition to coordinating fieldwork, has been tasked with reviewing technical and field trip reports in relation to our work plan. For her part, the Director of Program Development and Coordination is managing ongoing program monitoring and communications, and coordinating our work with other donors, particularly GTZ and the Dutch Cooperation, and UNICEF to a lesser extent. We experienced delays in finalization of the procurement list, but the equipment has now been purchased and is on its way.

PDC 1 -- Plan and coordinate field trips and trip reporting (*Months 1-12*). Latest field trip reports and schedules are regularly updated on the WWSS website, at the following address: <http://www.egyptwwss.org/inner.php?IdC=1&IdS=1>

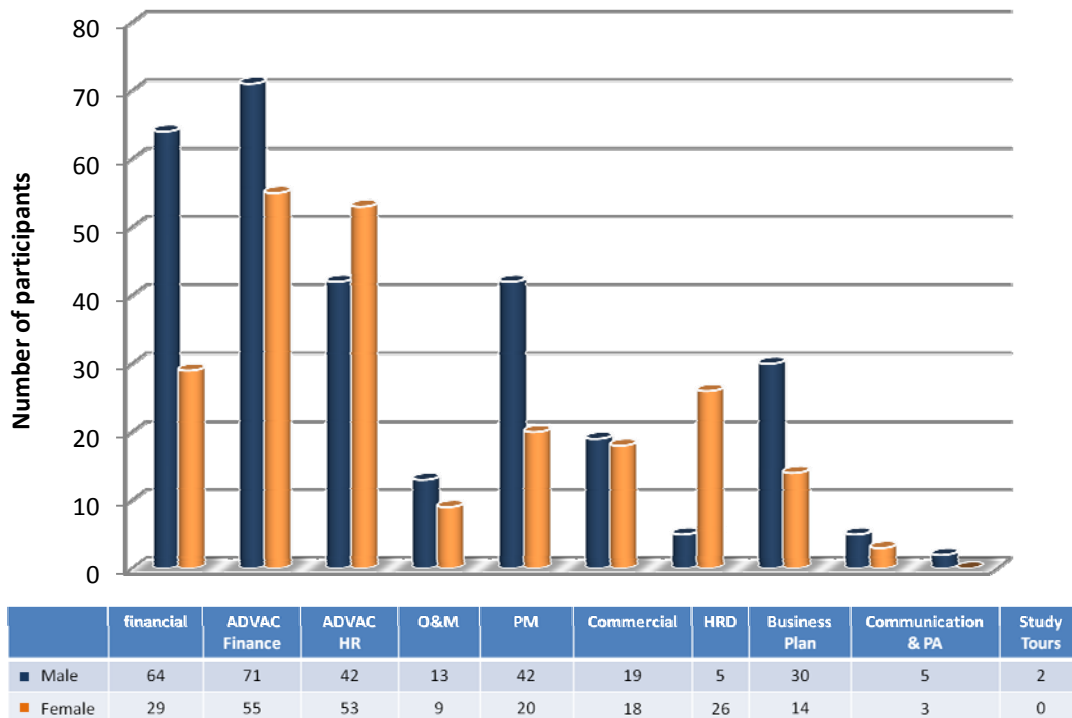
PDC 2 -- Plan, monitor, and report training activities (*Months 1-12*). WWSS refines its training plan on a monthly basis in parallel with our monthly trip schedule, taking into account program requirements and recently identified needs. Our approach to training planning, management, and evaluation is standard – course materials for each course include presentations and trainee materials, and standardized attendance and evaluation forms are used for monitoring purposes. This past quarter, the following training courses were delivered:

- Unified Accounting System, parts 1 and 2
- ADVAC installation, operation and integration
- O&M water treatment chlorination
- Water balancing and leak detection control
- O&M planning and budgeting
- Project Management PRiSM
- Project Construction Management
- Planning and Scheduling, includes introduction of MS Project
- Introduction to GIS
- Staffing plan for HRD
- Presentation skills
- HRM/HRD planning workshop for HRD staff
- Management Business Planning workshop at Qena
- OST: OST 1 and 2 (overseas study tour). Completed one, preparing for the other.

The following two tables show the number of trainees trained by WWSS according to subsidiary, and by functional area, during this quarter:



Training by functional area by gender



PDC 3 -- Monitor, evaluate, and report program progress (*Months 1-12*). The tools for monitoring project progress were developed and discussed with USAID this past quarter, including the project performance monitoring plan (PMP), and the Year 2 Work Plan

activities tracker (see Annex A) for monitoring ongoing activities. The PMP development benefited from input from WPRR, USAID, and the WWSS team. Pending final USAID approval, the baseline data collection will begin next quarter.

PDC 4 -- Design and launch a WWSS program intranet site (*Months 1-4*). During this quarter, the WWSS project intranet site was completed. It is accessible via WWSS's main internet page: <http://www.egyptwwss.org>. The site is intended as a "notice board" to keep WWSS program staff, counterparts from HCWW and USAID, and select subsidiary staff informed of project activities, and up to date with latest project documents.

The site is divided into the following categories:

- Calendar
- Publications
- Training Materials
- Success Stories
- Subsidiary Profiles
- Databases & Sector Systems
- Key Contacts
- Donors

Key project documents are regularly updated onto the site. The site exists both in English and in Arabic and includes various levels of access to ensure that privileged content is kept confidential.

PDC 5 -- Finalize and implement WWSS Phase I procurement plan (*Months 1-2*).

The procurement list was finalized and approved this quarter, including IT hardware/software and technical equipment. Local and US-based procurement batches were determined based on contractual and regulatory requirements, as well as local availability, price, and speed of delivery.

For the IT hardware and software procurement, WWSS requested and received from USAID/Washington's Chief Information Office the Automated Directives System 548 approval needed to award contracts to vendors. The IT batch being procured locally is in the process of being delivered to the HCWW and WWCs. The solicitation process for the IT batch being procured from the US was finalized, a vendor was selected, and the required consent to subcontract request was submitted to USAID/Egypt. A contract will be awarded to a vendor in early April.

The solicitation and award process for the procurement of the water leak detection equipment was also finalized this quarter. All of the equipment has either been delivered to the WWCs or is in transit from vendors.

By the end of next quarter, all IT hardware and software and water leak detection equipment will be procured and handed over. WWSS will also provide the relevant trainings for the items procured.

5. Activities Implemented Beyond the Year 2 Work Plan

As discussed earlier in this report, WWSS has been refocused on high-impact/high-return activities, more effective in accomplishing the over-arching goals of empowering the HCWW and its utilities. In some cases, this has led us to take on activities beyond those laid out in our Year 2 Plan. When taking on such new activities, we use some of the following guidelines in order to gauge the potential impact/return of proposed activities:

- **Replicability of interventions:** both within the initially targeted utility and in other governorates, including the ability for interventions to be systematized and documented
- **Management buy-in:** including the presence of supporting leadership, management and staff within the utility, in addition to HCWW support and engagement
- **Service delivery impact:** intervention improves capacity of a utility to deliver quality service to its customers
- **Cost reduction and productivity impact:** intervention improves the capacity of the utility to reduce costs and raise productivity
- **Supporting systems and organizational structures:** Presence of management systems, along with organization charts and position descriptions, organizational competencies and procedures for follow-up and work planning, in order to create and sustain change.

In light of this framework, some of the following high-impact/high-return activities that WWSS is taking on beyond our second year plan include the following:

Business planning in additional subsidiaries. In addition to the seven business plans underway according to the work plan, WWSS has initiated business planning processes in three additional governorates: Beni Suef, Aswan, and Minya. We are currently preparing these activities and will begin implementation in July, 2010.

ADVAC installation and training. In addition to installing ADVAC and providing training in five WWSS-targeted subsidiaries, we are assisting HCWW in replicating our training and support program in five additional utilities not covered by our program. See also Section 6 for additional information on planned ADVAC activities.

HR plans in additional governorates. In addition to the three subsidiaries in which we helped establish a HR department laid out in our second year work plan (Sohag, Assiut, and Menufiya), we initiated activity related to creating an HR department in four additional subsidiaries: Luxor, Beni Suef, Minya and Giza.

Groundwork for UFW rollout in additional governorates. Building on the Luxor experience, we are currently working with Assiut and Sohag WWC staff to plan a similar UFW roll out in those governorates.

Piloting Arabised maintenance management software. A rollout of this Arabised CWorks software has been completed in one WTP, the Gezirat al Dahab WTP in Giza, and we are currently planning to roll out the CWorks CMMS in additional sites (see next section).

Facilitating Participation in the International Computer Driving License (ICDL) Program. A number of WWSS-supported companies, including Aswan, Luxor, Qena, Sohag, Assiut, Minya, Beni Suef, and Giza, received funding from other sources for staff participation in the ICDL program, a leading international training and certification program for basic computer use skills. To ensure maximum benefit of this useful program by company staff, WWSS worked with the targeted companies to select appropriate candidates and enroll them in the program.

6. Upcoming Activities for the Next Quarter

A summary of WWSS program activities for the upcoming quarter is provided in Year Two Work Plan Tracker in Annex A. In addition to the tasks laid out there, the following activities are scheduled for the upcoming quarter:

Rollout of UFW activities in Luxor City. During April, the final report of the initial UFW pilot area will be completed, and an assessment will take place of potential locations for the rollout in Luxor City. Manuals detailing the methodology and its steps will be developed, and a workshop will be held in mid-May for other WWCs interested in implementing UFW activities. Subsequently, UFW activities will be rolled out in other parts of Luxor City, depending on interest.

UFW Replication in Assiut and Sohag. WWSS undertook water balance analyses in these governorates, and is currently undertaking the GIS mapping as a precursor to activities in two pilot areas in their respective capitals.

Electricity use rationalization. In addition to ongoing activities in Giza, Minya, and Menufiya, we will replicate energy use rationalization activities in Assiut, Sohag, Beni Suef, Aswan, and Matrouh next quarter, for a total of eight governorates. A manual detailing WWSS program experience with electricity use rationalization is currently being developed, to be ready by July. Subsequently, Training of Trainers workshops will be held to enable identified trainers to provide ongoing training at the local level.

Chemical use optimization. Building upon the promise of the pilot activities in Minya and Menufiya, we will roll out similar activities next quarter in Giza, Sohag, Assiut, Beni Suef, and Menufiya. We have identified additional consultants to conduct the studies, and are currently developing manuals based on program experience. After completion of the manuals on/around the end of May, we will host TOT workshops in June or July.

ADVAC. Installation of this finance and HR software will remain a priority next quarter. We will finish implementation in the first five subsidiaries (Luxor, Assiut, Giza, Matrouh and Sohag). Further, for other WWSS-targeted companies, we will purchase, install, and support those modules not currently present or active in the companies. In addition, we will include HCWW representatives in ongoing ADVAC training to enable them to install ADVAC and run WWSS-developed training modules for the other five modules to receive ADVAC identified by HCWW which are outside the WWSS scope of work.

IT support for ADVAC sustainability. To ensure the security and sustainability of the newly-installed ADVAC system, we will accompany ADVAC installation and capacity building activities in the WWSS-supported governorates with support for IT departments of subsidiaries that are using ADVAC, including:

- Network management
- Technical support planning
- Data security
- Database administration: MS SQL training consisting of two phases, 1) SQL fundamentals (for advanced IT users from finance, HR and IT departments); and 2) SQL database administration for IT staff to support the software application database

Standard operating procedures. WWSS is currently customizing SOPs for four WTPs: Nazlet Abdillah WTP, El Gamma (compact unit) WTP, and Hawatka (artesian well) WTP in Assiut, and the Kedwan WTP in Minya. In addition, we have started to customize SOPs for wastewater treatment plants. We will develop a manual detailing this activity, and present this experience, and the potential impact of this activity, to additional governorates. Initially, we will target similar facilities, in order to ensure the relevance of the SOPs developed. Based on this experience and subject to availability of resources, WWSS will rollout these SOPs in additional governorates.

CWorks rollout beyond Gezirat Al-Dahab. Pending the final evaluation of the pilot effort in the Gezirat Al-Dahab WTP, we will rollout the program in five additional subsidiaries in cooperation with Dutch FaDWaSP beginning in July: Fayoum, Sohag, Assiut, Beni Suef, and Minya. Before this time, we will be working with the subsidiaries on training and capacity building activities to build the skills of subsidiary staff in running the system there. A user manual and accompanying technical documentation are being developed.

ANNEX A: YEAR TWO WORK PLAN ACTIVITY TRACKER

WWSS Year Two Activity Tracker

Tasks and Sub-tasks	Resp.	1	2	3	4	5	6	7	8	9	10	11	12	Notes
		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	
			Actual Activity				Planned Activity			◆	Completed Activity			
Component A: Assistance to the Holding Company for Water and Wastewater														
HC 1. Establish and facilitate a joint working group	GN/MH													Working group created Q3 2009; activities to resume after brief hiatus.
HC 2. Assist in the ongoing development of the HCWW business plan	GA													Ongoing assistance in HR and communication (see below).
HC 3. Develop a corporate communication strategy	JH													Work ongoing, draft communications strategy by mid-April 2010, including action plan for year 1.
HC 4. Provide ongoing support to the public awareness unit	KS													Ongoing regular activity.
HC 5. Support the development of the HCWW IT master plan	KS													Working group established Q2 2009, scope defined 2/10, assessment phase started 3/10, implementation to start 6/10
HC 6. Develop a comprehensive Human Resource Management and Development Strategy	MA													HCWW workshop facilitated March 11. Plan currently being developed in coordination with HCWW. Draft complete by mid-April.
HC 7. Assist in development of HCWW position descriptions	MA													Pending finalization of the HCWW organization chart.
HC 8. Procure and install a Human Resource Management Information System (HRMIS)	MA													Updated GTZ-built training database.
HC 9. Conduct study of financing options for implementation of the rural sanitation strategy	GN													Change of scope; refocus on CWC.
HC 10. Support the establishment of an HCWW PMU	AK													PMU partially established; ongoing assistance.
HC 11. Facilitate coordination between donor projects in the sector	KS													Ongoing activity
HC 12. Sponsor HCWW human resources management diploma candidates	MA													One candidate enrolled; 4 additional candidates in the pipeline.
Component B: Cross-Cutting Activities														
CC 1. Facilitate business planning activities in all WWSS-supported subsidiaries	GA													Expanded to 10 subsidiaries; 4 plans completed.
CC 2. Design and implement an Advanced Management Seminar Series for Senior Utility Executives	MA													Ongoing activity.
CC 3. Design and conduct monthly leadership forum	MA													GTZ supported Dec, Jan, and Feb forums. WWSS support began in March.
CC 4. Implement two study tours to world class water and wastewater institutions and international conferences	MA													OST 1, to Denver, SF and DC, completed 2/10. OST 2 coming up.
CC 5. Provide training to HR personnel	MA													Ongoing activity.
CC 6. Develop communications planning guide	JH													This task will draw upon the current task updating HCWW's communications strategy
CC 7. Reengineer/upgrade MARS and provide ongoing support	AFS													On temporary hold.
CC 8. Conduct O&M planning and budgeting workshops	AA													Ongoing activity; approach undergoing redesign.
CC 9. Conduct a field visit to Alexandria Water's lab	AA													Preparations currently underway; venue changed to Beheira.
CC 10. Conduct network management workshops	SHM/AA													Rescheduled to Q2.
CC 11. Develop and deliver financial accounting and cost accounting manuals	MB													Manuals completed and in production.
CC 12. Conduct Unified Accounting System training program	MB													Ongoing activity
CC 13. Support installation of ADVAC system	MB/MA													Ongoing activity in 11 governorates, 5 ADVAC suites procured, other 6 supported. Also engaged with additional 5 HCWW governorates
CC 14. Provide ongoing PRISM support	AK													Ongoing activity; updates increased from 25% to 75%.
CC 15. Develop capital investment planning and budgeting manual, and provide orientation	AK													Ongoing activity
CC 16. Develop and disseminate standard key documents for projects life cycle	AK													Ongoing activity
CC 17. Develop site identification and acquisition procedures	AK													Upcoming activity
CC.18 Conduct planning and scheduling training program	AK					◆								Completed Feb. 2010.
CC 19. Coordinate with the WPRR project on implementation of the Operator Certification Program	GA													Ongoing coordination; major thrust planned for late Q3.
CC 20. Training of customer service and billing center staff	AFS													Refocused on UFW pilot WWCs: Luxor, Sohag, Assiut and Giza.
Component C: Subsidiary Specific Activities														
Assistance to the Sohag W/WW Company														
SOH 1. (See CC 1.) Assist in the ongoing development of the Sohag WWC business plan	GA													Draft completed, to be finalized in April
SOH 2. (See CC 5.) Launch Sohag WWC human resources department	MA													Ongoing activity
SOH 3. Develop Sohag WWC Staffing Plan	MA													Pending finalization of business plan.
SOH 4. (See CC 11., 12., 13.) Strengthen Sohag WWC Finance Department	MB													Ongoing activity
SOH 5. Support Sohag WWC Warehouse and Procurement Unit	MB					◆								Suspended, not a priority, high-return activity.
SOH 6. Establish a billing and customer service center	AFS													Deadline moved from April to May; building currently being equipped.
SOH 7. (See CC 8.) Assist in the development of O&M plan and budget	AA													Upcoming activity
SOH 8. Increase utilization of laboratory	AA													Initiated this quarter ahead of schedule.
SOH 9. Provide training and OJT for Sohag GIS unit	AFS													Ongoing activity, ahead of schedule.
SOH 10. (See CC 14., 15., 16., 17.) Support the establishment of the Sohag WWC PMU	AK													Upcoming activity
Assistance to the Assiut W/WW Company														
AST 1. (See CC 1.) Assist in the ongoing development of the Assiut WWC business plan	GA					◆								Draft business plan completed.
AST 2. (See CC 5.) Launch Assiut WWC human resources department	MA													Ongoing activity
AST 3. Develop Assiut WWC Staffing Plan	MA													To be completed after finalizing the business plan.
AST 4. Establish Assiut WWC training center	MA													Pending identification of training center.
AST 5. (See CC 11., 12., 13.) Strengthen Assiut WWC Finance Department	MB													Ongoing activity
AST 6. Support Assiut WWC Warehouse and Procurement Unit	MB					◆								Activities suspended: not a priority, high-return activity.
AST 7. Establish a Meter Repair Workshop	AFS													Ongoing activity
AST 8. Establish a Billing and Collections Center	AFS													Pending finalization of center location.
AST 9. Provide training and OJT for Assiut GIS unit	AFS													Ongoing activity
AST 10. (See CC 8.) Assist in the development of an O&M plan and budget	AA													Ongoing activity.
AST 11. Replicate JICA-developed SOPs in two plants	AA													Ongoing activity, ahead of schedule.
AST 12. Procure equipment for newly established Assiut PMU	AK													Equipment expected to arrive in the upcoming quarter.
AST 13. (See CC 14., 15., 16., 17.) Support the establishment of the Assiut WWC PMU	AK													Upcoming activity

WWSS Year Two Activity Tracker

Tasks and Sub-tasks	Resp.	1	2	3	4	5	6	7	8	9	10	11	12	Notes
		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	
AST 14. Perform project management responsibilities	AK													Ongoing activity
AST 15. Provide technical assistance in managing one construction project	AK													Upcoming activity, preliminary activities initiated.
Assistance to the Luxor W/WW Company														
LUX 1. Develop and Implement UFW Pilot Program	AFS													Ongoing activity
LUX 2. (See CC 1.) Assist in the ongoing development of the Luxor WWC business plan	GA													Draft business plan completed.
LUX 3. Develop Luxor WWC Staffing Plan	MA													To be finalized after completion of business plan
LUX 4. (See CC 11., 12., 13.) Strengthen Luxor WWC Finance Department	MB													Ongoing activity
LUX 5. Update USAID-supported O&M management system	AA													Ongoing activity
LUX 6. Provide technical and OJT for GIS Unit	AFS													Ongoing activity
LUX 7. Procure equipment for newly established PMU	AK													Equipment expected to arrive in the upcoming quarter.
LUX 8. (See CC 14., 15., 16., 17.) Support the establishment of the Luxor WWC PMU	AK													Upcoming activity
Assistance to the Giza W/WW Company														
GIZ 1. (See CC 1.) Assist in the ongoing development of the Giza WWC business plan	GA													Draft business plan completed.
GIZ 2. Finalize Giza WWC Staffing Plan	MA													Completed.
GIZ 3. (See CC 11., 12., 13.) Strengthen Giza WWC Finance Department	MB													Ongoing activity.
GIZ 4. Establish circuit-rider program for Giza WWC	AA													Procurement cancelled. HCWW to purchase trucks.
GIZ 5. Conduct audit of electricity and chemical use of Giza WWC	AA													Planned ahead of schedule.
GIZ 6. Establish a meter repair workshop	AFS													Suspended, to be reconsidered with future UFW work
GIZ 7. Assist Giza WWC with customer service center establishment	AFS													Suspended.
GIZ 8. Provide technical and OJT for GIS Unit	AFS													Ongoing activity
GIZ 9. Procure equipment for newly established Giza PMU	AK													Equipment expected to arrive in the upcoming quarter.
GIZ 10. (See CC 14., 15., 16., 17.) Support the establishment of the Giza PMU	AK													Upcoming activity
GIZ 11. Perform project management responsibilities	AK													Ongoing activity
Assistance to the Menufiya W/WW Company														
MEN 1. (See CC 1.) Assist in the on-going development of the Menufiya WWC Business Plan (draft)	GA													Business plan completed.
MEN 2. (See CC 5.) Launch Human Resources Department	MA													Deadline extended.
MEN 3. Finalize Menufiya WWC Staffing Plan	MA													Activities underway, ahead of schedule.
MEN 4. (See CC 11., 12., 13.) Strengthen Menufiya WWC Finance Department	MB													Ongoing activity
MEN 5. Implement warehouse management pilot program with Menufiya WWC	MB													Awaiting completion of building by WWC.
MEN 6. Establish a meter repair workshop for Menufiya WWC	AFS													Suspended, to be reconsidered with future UFW work
MEN 7. Provide technical and OJT for GIS Unit	AFS													Ongoing activity
MEN 8. Conduct audit of electricity and chemical use of Menufiya WWC	AA													Electrical study completed, chemical study initiated. Reports due next quarter.
MEN 9. Procure equipment for newly established Menufiya PMU	AK													Equipment expected to arrive in the upcoming quarter.
MEN 10. (See CC 14., 15., 16., 17.) Support the establishment of the Menufiya PMU	AK													Upcoming activity
Assistance to the Beni Suf W/WW Company														
BEN 1. Propose new organizational structure for HRD section	MA													Draft complete, to be finalized during the upcoming quarter.
BEN 2. Develop inventory management procedures	MB													Suspended; not a priority, high-return activity.
BEN 3. Improve utilization of central lab	AA													Ongoing activity
Assistance to the Minya W/WW Company														
MIN 1. Propose new organizational structure for HRD section	MA													Draft complete, to be finalized during the upcoming quarter.
MIN 2. Develop inventory management procedures	MB													Suspended; not a priority, high-return activity.
MIN 3. Conduct an audit of chemical and electrical use	AA													Task complete, final reports to be issued in the upcoming quarter
MIN 4. Replicate implementation of JICA-developed SOPs in two plants	AA													SOPs developed for Kewan WTP, ongoing for Abo Korkas WTP.
MIN 5. Improve utilization of central lab	AA													Ongoing activity
Assistance to the Aswan W/WW Company														
ASW 1. Provide written recommendations on integration of planning and program management	AK													Task completed.
ASW 2. (See CC 14.) Establish and equip a PMU	AK													PMU established by decree, capacity building to begin next quarter
Assistance to the Qena W/WW Company														
QEN 1. (See CC 1.) Develop Business Plan	GA													Activities initiated, ahead of schedule.
QEN 2. (See CC 14., 15., 16., 17.) Provide training and technical assistance in project management	AK													
QEN 3. Perform project management responsibilities	AK													
Assistance to the Matrouh W/WW Company														
MAT 1. (See CC 1.) Develop Business Plan	GA													
MAT 2. Revitalize USAID-supported asset management IT system	SM													
MAT 3. (See CC 14., 15., 16., 17.) Provide training and technical assistance in project management	AK													
MAT 4. Provide technical assistance in managing one construction project	AK													Preliminary activities underway.
MAT 5. Assist in implementation of procured hand-held units	AA													Suspended; WWC to undertake themselves.
MAT 6. Provide OJT in implementation of procured O&M management software	AA													Rescheduled for June-July 2010.
Assistance to the Cairo Water Company														
CAI 1. Identify optimal computerized inventory control and management system	MB													CWC testing ADVAC-based inventory management system.

WWSS Year Two Activity Tracker														
Tasks and Sub-tasks	Resp.	1	2	3	4	5	6	7	8	9	10	11	12	Notes
		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	
CAI 2. Assist in implementation of procured O&M management software	AA													
CAI 3. Involve Cairo Water Company in cross-cutting activities														CWC participated in WWWW/HCWW communications strategy; construction management workshop; and upcoming OST to USA.
Assistance to the Daqahliya W/WW Company														
DAQ 1. Provide construction management services for one project	AK													Activity to begin in the upcoming quarter.
DAQ 2. (See CC 14., 15., 16., 17.) Roll-out cross-cutting capital investment planning and perf. mgt activities	AK													Ongoing activity
Component D: Project Development and Coordination Activities														
PDC 1. Plan and coordinate field trips and trip reporting	MH													Field trips planned, approved, and summarized. Field trip reports published regularly and posted on project website.
PDC 2. Plan, monitor, and report training activities	MA													Ongoing activity
PDC 3. Monitor, evaluate, and report project progress	KS													Ongoing activity
PDC 4. Design and launch a WWSS project intranet site	KS													Site launched
PDC 5. Finalize and launch WWSS Phase I Procurement Plan	HB													Delayed, but proceeding; expected to be finalized in the upcoming quarter.

ANNEX B: ARABIC SUMMARY BY SUBSIDIARY



USAID | EGYPT
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مشروع دعم قطاع مياه الشرب والصرف الصحي

ملخص إنجازات المشروع بالشركات التابعة

في الفترة يناير/ مارس ٢٠١٠



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شركة مياه الشرب والصرف الصحى بأسوان

تنمية الموارد البشرية:

- تفعيل برنامج رخصة القيادة الدولية (ICDL) للعاملين بالشركة

إدارة المشروعات:

- توقف تقديم الدعم الفنى لمدخلى بيانات برنامج نظام معلومات إدارة البرامج (PRISM) وعلى كيفية الاستفادة من المخطط العام نظرا لعدم وجود فريق ثابت للعمل بالشركة وعدم تشكيل وحدة لإدارة المشروعات
- تم مؤخراً بتاريخ ٢٠١٠/٣/٢٩ إصدار قرار رئيس مجلس إدارة الشركة بتشكيل وحدة لإدارة المشروعات

الأنشطة المخططة للربع سنوى القادم:

- سيتم تنفيذ برنامج لترشيد استهلاك الطاقة الكهربائية
- ورشة عمل تخطيط وموازنة التشغيل والصيانة
- متابعة لأنشطة إدارة وتنمية الموارد البشرية
- متابعة مستمرة لبرنامج (ICDL)
- نظرا لأنه قد تم إصدار قرار من مجلس إدارة الشركة بتشكيل وحدة لإدارة المشروعات (PMU) وتم اختيار الغرف والمكاتب الخاصة لتفعيل هذه الإدارة ، فسيتم تقديم الدعم الفنى فى المجالات التالية:
- الاستفادة من المخطط العام
- إستخدام مؤشرات لرصد أداء مشاريع البناء
- إعداد الشروط العامة والخاصة بالمشاريع
- تسوية المنازعات فى مشاريع البناء
- برنامج نظام معلومات إدارة البرامج (PRISM)

شركة مياه الشرب والصرف الصحي بالأقصر

تنمية الموارد البشرية:

- برنامج النظام المحاسبي الموحد-المرحلة الأولى – المجموعة الثانية اجمالى عدد المشاركين (٢٠) موظفاً
- برنامج أذفاك للشئون المالية وشئون العاملين والمرتببات تضمنت المراحل الآتية:
 - المرحلة الأولى تضمنت تركيب البرنامج وتدريب العاملين بالقطاعات السابقة اجمالى عدد المشاركين (٣٧) موظف
 - المرحلة الثانية تضمنت استكمالاً لإدخال بيانات العاملين بالشركة وربطها بالقطاع المالى والمرتببات، وكيفية استخراج التقارير
- تفعيل برنامج رخصة القيادة الدولية (ICDL) العاملين بالشركة

الإدارة المالية:

- المساعدة فى إعداد الخطة الخمسية مع وضع الافتراضات الخاصة بها
- دعم كامل لتنبيت برنامج أذفاك (ADVAC)

التشغيل والصيانة:

- تنفيذ دورات تدريب تنشيطية لمديرى ومهندسى المناطق لإعداد خطة التشغيل والصيانة
- جارى الانتهاء من أعمال الحصر الخاصة بمحطات مياه الشرب (كبرى مدمجة، إرتوازية وروافع)

خطة الأعمال المرحلية:

- تم الانتهاء من المسودة الأولى لخطة الأعمال المرحلية فى شهر مارس
- تم عقد ورشة عمل لمراجعة الخطة مع الإدارة العليا وفريق العمل بالشركة بتاريخ ٣/٢٨ حيث بلغ عدد المشاركين (٢٥) موظفاً

إدارة المشاريع:

- توقف تقديم الدعم الفنى لمدخلى بيانات برنامج نظام معلومات إدارة البرامج (PRISM) وعلى كيفية الاستفادة من المخطط العام نظراً لعدم وجود فريق ثابت للعمل بالشركة وعدم تشكيل وحدة لإدارة المشروعات
- تم مؤخراً (بتاريخ ٢٠١٠/٣/٢٨) إصدار قرار رئيس مجلس إدارة الشركة بتشكيل وحدة إدارة المشاريع

وحدة تطوير الأداء:

- تنفيذ الجزء الأول من المرحلة النهائية من مشروع تقليل الفاقد الناتج من كمية المياه غير المحاسب عليها والكشف عن التسريبات فى المنطقة التجريبية بمدينة الأقصر

- تفعيل إدارة الوصلات الخلسة وأعمال تغيير العدادات وتفعيل دور إدارة نظم المعلومات الجغرافية وهذا من خلال مهمة تقليل الفاقد الناتج من كمية المياه غير المحاسب عليها إصلاح
- جرى الآن أعمال إصلاح التسربات التي تم اكتشافها بالمنطقة التجريبية والتي سوف يتم إجراء أعمال القياسات بعدها لتقييم النتائج

الأنشطة المخططة للربع السنوي القادم:

- إخراج النسخة النهائية لخطة الأعمال المرحلية
- انشاء وتفعيل وحدة تخطيط الأعمال المرحلية
- برنامج أدفاك – المرحلة الثالثة
- برنامج تدريبي "خدمة العملاء وإجراءات المتابعة"
- متابعة مستمرة لبرنامج ICDL
- متابعة لأنشطة إدارة وتنمية الموارد البشرية
- ورشة عمل عن "إدارة وتنمية الموارد البشرية" للعاملين بقطاع الموارد البشرية - المرحلة الثانية
- إجراء القياسات الخاصة بالمنطقة التجريبية وتقديم التقرير النهائي عن دراسة المياه غير المحاسب عليها
- متابعة خطة الأعمال الخاصة بتكرار ما تم تنفيذه في المنطقة التجريبية على الصعيد الفني والإداري
- نظرا لأنه قد تم إصدار قرار من مجلس إدارة الشركة بتشكيل وحدة لإدارة المشروعات (PMU) وتم اختيار الغرف والمكاتب الخاصة لتفعيل هذه الإدارة سيتم تقديم الدعم الفني في جميع المجالات التالية:
- الاستفادة من المخطط العام
- استخدام مؤشرات لرصد أداء مشاريع البناء
- إعداد الشروط العامة والخاصة بالمشاريع
- تسوية المنازعات في مشاريع البناء
- برنامج نظام معلومات إدارة البرامج (PRISM)

شركة مياه الشرب والصرف الصحي بقنا

تنمية الموارد البشرية:

- البرنامج التدريبي تخطيط وجدولة المشروعات وتحليل أداء المشروعات باستخدام نظام القيمة المكتسبة وبلغ اجمالى عدد المشاركين (٢٣) موظفاً منهم ثلاثة من شركة قنا
- تفعيل برنامج رخصة القيادة الدولية (ICDL) للعاملين بالشركة

خطة الأعمال المرحلية:

- ورشة عمل عن إعداد خطة الأعمال المرحلية للإدارات العليا و الوسطى للشركة حيث بلغ عدد المشاركين ٤٤ موظفاً
- استضافة منسق خطة الاعمال لشركة المنوفية في ورشة العمل لعرض تجربة شركته في هذا المجال مع نظرائه في شركة قنا
- التعاون والتنسيق مع ادارة مشروع GTZ فيما يتعلق بالقسم المالي والاطار الاستراتيجي للخطة
- جارى الانتهاء من المسودة الأولى لخطة الأعمال المرحلية بالشركة

إدارة المشروعات:

- مراجعة المشاريع الخاصة بالشركة بعد تفعيل برنامج نظام معلومات إدارة البرامج (PRISM)
- تقديم الدعم الفني فى المجالات التالية (الاستفادة من المخطط العام ، استخدام مؤشرات لرصد أداء مشاريع البناء ، إعداد الشروط العامة والخاصة بالمشاريع وتسوية المنازعات فى مشاريع البناء)
- تم عمل تدريب لمدة خمسة أيام classroom training فى مجال التخطيط والجدول الزمنية وإدارة القيمة المكتسبة وبرنامج ميكروسوفت (MS Project) لعدد (٢٢) متدرب

الأنشطة المخططة للربع السنوى القادم:

- تقديم المسودة النهائية الخاصة بخطة الأعمال المرحلية بالشركة
- انشاء وتفعيل وحدة خطة الاعمال المرحلية
- استكمال الدعم لتشغيل برنامج (PRISM)
- ورشة عمل خاصة بالتخطيط لموازنة التشغيل والصيانة
- متابعة لأنشطة إدارة وتنمية الموارد البشرية

شركة مياه الشرب والصرف الصحى بسوهاج

تنمية الموارد البشرية:

- تفعيل برنامج رخصة القيادة الدولية (ICDL) للعاملين بالشركة
- برنامج الهأئمات النباتية (الطحالب) للعاملين بقطاع المعامل بمشاركة خمسة متدربين من الشركة
- تطوير خطة الموارد البشرية فى ضوء خطة الأعمال المرهلية

الإدارة المالية:

- تم تخصيص محاسبين لإدارة التكاليف وتم عمل دليل تكاليف وفتح سجلات للتكاليف
- مراجعة الهيكل التنظيمى للقطاع المالى وجرارى عرضة ثم تنفيذه بعد موافقة السيد المهندس/ رئيس مجلس الإدارة
- دعم كامل لتنشيت البرنامج المالى أدفاك (ADVAC)

التشغيل والصيانة:

(١) المعامل

- التدريب على عمل المنحنيات القياسية اللازمة لقياس العناصر(مثال: الحديد) بجهاز التحليل الطيفى
- التدريب على إجراء تجارب تحديد الجرعات الكيميائية (كلور وشبة) وأسلوب الحكم عليها
- التدريب على الفحص الميكروسكوبى وعد الطحالب
- المساعدة فى تطوير قدرات الموظفين وبناء قدرات المعمل نحو إدخال تحسينات على المدى الطويل عن طريق الآتى:
 - عمل مسودة للخطوات القياسية لجمع العينات
 - عمل مسودة بخطوات التحاليل الفيزيائية (٧ إجراءات)
- عمل مسودة بخطوات التحاليل الكيميائية (١٦ إجراء)

(٢) خطة وموازنة التشغيل والصيانة

- تم الانتهاء من أعمال الحصر وتقييم محطات مياه الشرب (كبرى، مدمجة ، إرتوازية وروافع)
- تدريب ميدانى على كيفية استخراج البيانات من الموقع لعدد (١٠) مهندسين

خطة الأعمال المرهلية:

- جارى الانتهاء من المسودة الأولى لخطة الأعمال المرهلية بالشركة

إدارة المشاريع:

- قام المشروع بإعداد نماذج لتسهيل عمل مدخلى البيانات على إدارة نظام معلومات البرامج (PRISM) بهدف الحصول على البيانات المدققة للمشاريع من الإدارات المختصة وتم تسليم النماذج للشركة مع توضيح أهمية متابعة تدقيق البيانات واعتمادها وتحديثها

- هذا وقد وصلت نسبة التحديث إلى ١٠٠% وبعدها قامت الشركة القابضة بدعوة جميع الشركات التابعة للاجتماع وتم تسليمهم هذه النماذج وتعميمها عليهم وقام مندوب المشروع بتوضيح التفاصيل الخاصة باستخدام هذه النماذج للحاضرين
- تقديم الدعم الفني فى المجالات التالية (تعظيم الاستفادة من المخطط العام ، تسوية النزاعات فى مشاريع الإنشاءات ، استخدام مؤشرات لرصد أداء مشاريع المياه وإعداد الشروط العامة والخاصة بالمشاريع)
 - تم تحديد عدد من المشاريع بالمحافظة تناسب متطلبات السفارة السويسرية لتقديم التمويل ، وقد سبق هذا إجتماعات مع السفارة السويسرية لتحديد مشاريع بنية أساسية توفى بمتطلبات التمويل من قبلهم على أن يتم التعاون مع مشروع WWSS من خلال تقديم خدمات هندسية وإدارة المشروعات من خلال مكتب محلى متخصص يتم تعيينه من قبل مشروع WWSS
 - تنفيذ ورشة عمل على تخطيط وجدولة المشاريع والقيمة المكتسبة واستخدام لبرنامج ميكروسوفت بروجكت

وحدة تطوير الأداء:

- جارى أعمال استلام أجهزة الكشف عن التسرب وذلك بعد إنهاء إجراءات الطرح والترسية
- جارى أعمال التجهيزات للعمل بالمنطقة التجريبية (العزبة والعرب بمدينة سوهاج) لتنفيذ مهمة تقليل الفاقد وكمية المياه غير المحاسب عليها والتي يتم فيها تقسيم الشبكات الى مناطق محددة المداخل والمخارج وأعمال الصيانة لجميع محابس المنطقة لإحكام الغلق وإظهار جميع الغرف بالمنطقة
- جارى تفعيل أعمال الكشف عن الوصلات الخلسة وتغيير العدادات التالفة والتدريب على أعمال نظم المعلومات الجغرافية

الأنشطة المخططة للربع سنوى القادم:

- تقديم المسودة الأولى لخطة الأعمال المرئية
- إنشاء وتفعيل وحدة تخطيط الاعمال المرئية
- استكمال أعمال التجهيزات الخاصة لتخفيض كمية المياه غير المحاسب عليها (التدريب ودعم فني على استخدام برنامج نظم المعلومات الجغرافية، صيانة الشبكة والمحابس ومتابعة التدريب على استخدام أجهزة الكشف عن التسرب)
- سيتم تنفيذ برنامج لترشيد استهلاك الطاقة الكهربائية
- ورشة عمل عن "إدارة وتنمية الموارد البشرية" للعاملين بقطاع الموارد البشرية (المرحلة الثانية)
- متابعة مستمرة لبرنامج (ICDL) ولأنشطة إدارة وتنمية الموارد البشرية
- استكمال الدعم لبرنامج أديفاك (ADVAC) المرحلة الثانية والثالثة
- سيقوم المشروع بإعداد ورقة المفهوم (concept paper) والتنسيق مع السفارة السويسرية للموافقة على المشاريع المقترحة تمهيدا للتصميم والإشراف على التنفيذ
- سيقوم المشروع بتوفير تدريب للشركة على أساسيات عمل على البرامج وشبكات الصرف الصحى وسيلبيها تدريب بنتلى للمياه والصرف (Water & Sewer Cad)

شركة مياه الشرب والصرف الصحى بأسسيوط

تنمية الموارد البشرية:

- تطبيق برنامج أدفاك لشئون العاملين والاستحقاقات على مرحلتين
 - المرحلة الاولى: تدريب العاملين بالشئون المالية – العاملين – المرتبات
 - المرحلة الثانية: استكمال ادخال بيانات العاملين وربطها بالمرتبات والشئون المالية
 - استكمال برنامج رخصة القيادة الدولية (ICDL) للحاسب الآلى

الادارة المالية:

- تم التعاقد على البرنامج المالى أدفاك وتحميله على الحاسبات الآلية بالشركة
- تم التدريب على البرنامج
- إجراء التكامل بين البرامج المختلفة للنظام وهى (الحسابات، التكاليف، الأصول الثابتة، المرتبات، والموارد البشرية)
- استخراج القوائم المالية للربع السنة المنتهية بتاريخ ٢٠٠٩/٩/٣٠ وعينة من مرتبات العاملين

التشغيل و الصيانة:

- تم عمل مسودة خطوات التشغيل القياسى (SOP) لمحطة مياه نزلة عبد الله ، وجرى الآن مراجعتها مع الشركة القابضة
- تم إعداد حلقتى تدريب بالموقع للعاملين بالحملة الميكانيكية للعاملين بورش الصيانة المركزية لإعداد خطة وموازنة التشغيل والصيانة
- تم حصر وتقييم مشاريع مياه الشرب وجزء من الحملة الميكانيكية ، ولم يتم نهو أعمال الحصر والتقييم للصرف الصحى

خطة الأعمال المرئية:

- ورشة عمل مع القيادات العليا بالشركة
- ورشة عمل لرؤساء القطاعات والإدارات العامة (١٤ فرداً)
- الانتهاء من المسودة الأولى لخطة الأعمال المرئية
- تسليم صورة من مسودة خطة الاعمال المرئية لمراجعتها وإصدار الصورة النهائية

إدارة المشاريع:

- عمل تدريب أثناء العمل لإدارة المشاريع (١٤ فرداً) وذلك فى مجال إعداد الشروط العامة والخاصة لعقود المقاولات
- تم عمل تدريب لمدة خمسة أيام classroom training فى مجال التخطيط والجدول الزمنية وإدارة القيمة المكتسبة وبرنامج ميكروسوفت MS Project لعدد (٢٢ متدرباً)

- عمل تدريب وتوزيع استمارات قياسية خاصة ببرنامج نظام إدارة معلومات (PRISM) وذلك لضمان توحيد مفاهيم إدخال بيانات المشاريع وتحسين جودة البيانات المدخلة بالتعاون مع مشروع إعادة صياغة السياسات والتنظيم لقطاع المياه (WPRR)
- تم تدريب على برنامج نظام ادارة معلومات مشاريع وزارة الاسكان (PRISM) بالتعاون مع مشروع إعادة صياغة السياسات والتنظيم لقطاع المياه (WPRR)
- جرى العمل بالتعاون مع الشركة القابضة في اختيار أحد المشاريع الإنشائية لدعمها بمساعدة فنية في مجال إدارة المشاريع وكذلك جرى التشاور مع السفارة السويسرية لبحث إمكانية تمويل الإنشاءات الخاصة بالمشروع المقترح

وحدة إدارة الاداء:

- بدء العمل في برنامج تقليل المياه غير المحاسب عليها وتم اختيار منطقة السادات بمدينة أسبوط
- تدريب أفراد مجموعة نظام المعلومات الجغرافي (GIS) في التعامل مع الخرائط الجغرافية
- تقديم المساعدة في المشاكل المتعلقة بالبرنامج المؤقت لإصدار الفواتير
- تقديم الهيكل التنظيمي والتوصيف الوظيفي للقطاع التجاري وإدارته

الانشطة المخططة للربع السنوى القادم:

- متابعة الأنشطة الواردة اعلاه
- تقديم النسخة النهائية لخطة الاعمال المرورية
- انشاء وتفعيل وحدة تخطيط الاعمال المرورية
- استكمال حصر وتقييم باقى المعدات وإعداد باقى النماذج الخاصة بخطة وموازنة التشغيل والصيانة
- إعداد مسودة خطة التشغيل والصيانة
- البدء في عمل خطوات التشغيل القياسية (SOP) لمحطة مياه الحواتكة (إرتوازي) ، ومحطة مياه الجامعة (مدمجة)
- تركيب معدات ورشة معايرة العدادات في حالة وصول المعدات
- متابعة إعادة تأهيل مبنى مركز خدمة العملاء
- البدء في تنفيذ برنامج الحسابات (أدفاك)
- تنفيذ ورشة عمل إعداد خطة إدارة وتنمية الموارد البشرية
- متابعة مستمرة لبرنامج رخصة القيادة الدولية (ICDL) الحاسب الآلى
- إعداد المرحلة الثالثة من برنامج أدفاك (شئون عاملين، مرتبات وشئون مالية)
- سيقوم المشروع بتوفير تدريب للشركة على أساسيات عمل على البرامج وشبكات الصرف الصحى وسيلبيها تدريب بنتلى للمياه والصرف (Water & Sewer Cad)

شركة مياه الشرب والصرف الصحى بالمنيا

تنمية الموارد البشرية:

- برنامج تدريبي عن (النظام المحاسبي الموحد) المجموعة الأولى (٢٠ متدرب)
- برنامج تدريبي عن الهائمات النباتية الطحالب – المجموعة الأولى (١٠ متدربين)
- تفعيل برنامج رخصة القيادة الدولية (ICDL) للحاسب الآلى

التشغيل و الصيانة:

- تم عمل مسودة خطوات التشغيل القياسى (SOP) لمحطة مياه كدوان ، والبدء فى محطة صرف صحى أبو قرقاص
- تم الإنتهاء من برنامج الاستخدام الأمثل للكيمياويات بمحطة مياه كدوان وكان من نتائجه تحسين جودة المياه المنتجة مع توفير ٨,٨ طن كلور سنوياً (متوسط مياه عكرة ٥٦٠ لتر/ث) بقيمة تعادل تقريبا ١٣٢٤٥ جنيه وتوفير ٤ جم شبة خام/متر مكعب من المياه بما يعادل ٧٠,٦ طن شبة سنوياً وقيمتها تساوى تقريباً ٤٩٤٤٨ جنيه بالإضافة إلى توفير ٢٠٠ لتر يوميا شبة خام من خلال تصحيح طريقة تجهيز أحواض الشبة مما يعادل ٩٦,٣٦ طن سنوياً أى ما توازى قيمته تقريبا ٦٧٤٥٢ جنيه
- تم الإنتهاء من برنامج ترشيد الطاقة وتحسين معامل القدرة بمحطة مياه كدوان وكانت نتيجته توفير حوالى ٨٠٠٠٠ جنيه سنويا
- تم عمل عقود صيانة مع الشركات الوكيلة لأجهزة التحاليل المتقدمة بالمعمل المركزى (GC&AA)
- تم تدريب للعاملين بالمعامل على تشغيل أجهزة القياس (GC&AA) والعمل عليها
- تم تدريب للعاملين بالمعامل على برنامج الطحالب
- تم إعداد مسودة بالخطوات القياسية لجمع العينات والتحليل الفيزيائية والكيميائية

إدارة المشاريع:

- توزيع وعمل تدريب أثناء العمل لإدارة المشاريع (١٠ أفراد) فى مجال فض المنازعات فى المشاريع الإنشائية ومؤشرات تقييم أدائها
- تم تدريب أثناء العمل على تعظيم الاستفادة من المخطط العام وطريقة تحديثه وذلك لثمانية أفراد فى إدارة المخطط العام
- عمل تدريب وتوزيع استمارات قياسية خاصة ببرنامج نظام إدارة معلومات مشاريع وزارة الاسكان (PRISM) وذلك لتوحيد مفاهيم إدخال بيانات المشروعات وتحسين جودة البيانات المدخلة بالتعاون مع مشروع (WPRR)
- تم تدريب على برنامج نظام إدارة معلومات مشاريع وزارة الاسكان (PRISM) بالتعاون مع مشروع إعادة صياغة السياسات والتنظيم لقطاع المياه (WPRR)

الأنشطة المخططة للربع السنوى القادم:

- متابعة الأنشطة الواردة أعلاه
- الإنتهاء من مراجعة خطوات التشغيل القياسى SOP

- تنفيذ ورشة عمل حول إعداد خطة التشغيل والصيانة
- تنفيذ ورشة عمل حول إعداد خطة وإدارة وتنمية الموارد البشرية
- متابعة مستمرة لبرنامج رخصة القيادة الدولية (ICDL) للحاسب الآلي

شركة مياه الشرب والصرف الصحي ببنى سويف

تنمية الموارد البشرية:

- تدريب حول إعداد برنامج الهائمات النباتية (الطحالب)
- تدريب عملي بالموقع (OJT) على النظم الخاصة بإدارة التدريب/عملية المتابعة والتقييم
- تفعيل برنامج رخصة القيادة الدولية (ICDL) الحاسب الالى

التشغيل و الصيانة:

- تم تدريب للعاملين بالمعامل على برنامج الطحالب
- تم إعداد مسودة بالخطوات القياسية لجمع العينات والتحليل الفيزيائية والكيميائية

إدارة المشاريع:

- تدريب أثناء العمل لإدارة المشاريع (٧ أفراد) وذلك في مجال فض المنازعات فى المشاريع الإنشائية ومؤشرات تقييم أداء المشروعات الإنشائية
- توزيع وعمل تدريب أثناء العمل على تعظيم الاستفادة من المخطط العام وطريقة تحديثه وذلك لخمسـة أفراد
- تم تدريب لمدة خمسة أيام classroom training فى مجال التخطيط والجدول الزمنية وإدارة القيمة المكتسبة وبرنامج ميكروسوفت (MS Project)
- تم تدريب وتوزيع استمارات قياسية خاصة ببرنامج نظام ادارة معلومات مشاريع وزارة الاسكان (PRISM) وذلك لضمان توحيد مفاهيم إدخال بيانات المشاريع وتحسين جودة البيانات المدخلة ، وذلك بالتعاون مع مشروع إعادة صياغة السياسات والتنظيم لقطاع المياه (WPRR)
- تم تدريب على برنامج نظام ادارة معلومات مشاريع وزارة الاسكان (PRISM) بالتعاون مع مشروع إعادة صياغة السياسات والتنظيم لقطاع المياه (WPRR)
- تم تسليم نسخة من برنامج (MS Project)

الانشطة المخططة للربع السنوى القادم:

- متابعة الأنشطة الواردة اعلاه
- ورشة عمل عن إعداد خطة إدارة وتنمية الموارد البشرية
- متابعة مستمرة لبرنامج رخصة القيادة الدولية (ICDL) للحاسب الآلى

شركة مياه الشرب والصرف الصحي بالجزيرة

تنمية الموارد البشرية:

- برنامج تدريبي عن الهائمات النباتية (الطحالب) لعدد ٣ متدربين
- برنامج تدريبي عن تخطيط وجدولة المشاريع
- برنامج تدريبي عن نظم المعلومات الجغرافية (GIS)
- تفعيل برنامج رخصة القيادة الدولية (ICDL) للحاسب الآلي

التشغيل و الصيانة:

- تدريب للعاملين بالمعامل على برنامج الطحالب
- جارى حاليا إنشاء نظام لإدارة الصيانة باستخدام الحاسب الآلي (CMMS) لمحطة مياه جزيرة الذهب
- البدء فى برنامج ترشيد استهلاك الطاقة فى محطة مياه الجزيرة
- تنفيذ دورة تدريبية تنشيطية لإعداد خطة وموازنة التشغيل والصيانة لمديرى ومهندسى المناطق لعدد ٨ متدربين
- تنفيذ دورة تدريبية تنشيطية لإعداد خطة وموازنة التشغيل والصيانة لمديرى ومهندسى المناطق لعدد ٢٦ متدرباً
- تنفيذ دورة تدريبية تنشيطية لإعداد خطة وموازنة التشغيل والصيانة لمهندسى ومشرفى المناطق لعدد ٣٢ متدرباً
- إعداد حصر وتقييم لمشاريع مياه الشرب والصرف الصحي وجزء ممن الحملة الميكانيكية
- جارى استكمال باقى النماذج خاصة إعداد خطة وموازنة التشغيل والصيانة
- تجهيز محطة مياه جزيرة الذهب بحاسب آلي وطابعة لبرنامج إدارة الصيانة

خطة الاعمال المرحلية:

- ورشة عمل للقيادات الوسطى (٣٦ فرداً)
- العمل مع رؤساء القطاعات الإدارية العامة لإعداد الإطار العام للخطة
- الانتهاء من المسودة الأولى اخطة الاعمال المرحلية ومناقشتها
- عقد سبع ورشات عمل داخلية للقطاعات لمتابعة توصيات رئيس الشركة وورشة مراجعة الخطة
- تسليم خطة الأعمال المرحلية لمجلس إدارة الشركة لمراجعتها وإعدادها فى صورتها النهائية

إدارة المشاريع:

- تم عمل تدريب لمدة خمسة أيام classroom training فى مجال التخطيط والجدول الزمنية وإدارة القيمة المكتسبة وبرنامج ميكروسوفت MS Project (٣ أفراد)
- تم تسليم نسخة من برنامج (MS Project)
- دعم وحدة إدارة المشروعات المنشأة حديثاً بالتدريب على برنامج نظام إدارة معلومات مشاريع وزارة الاسكان (PRISM) وإمدادهم باستمارات قياسية لضمان إدخال بيانات بطريقة موحدة مع

- التنسيق بين الإدارات المختلفة (قانونى ، عقود ومشاريع) لضمان جودة البيانات المدخلة بالتعاون مع مشروع إعادة صياغة السياسات والتنظيم لقطاع المياه (WPRR)
- تم تدريب على برنامج نظام إدارة معلومات مشاريع وزارة الاسكان (PRISM) بالتعاون مع مشروع إعادة صياغة السياسات والتنظيم لقطاع المياه (WPRR)

وحدة إدارة الاداء:

- جارى إنشاء وحدة نظم المعلومات الجغرافية GIS وتجهيزها بالحاسبات والأفراد
- تقديم الدعم الفنى لوحدة التحليل الاقتصادى لإصدار التقرير الربع سنوى (MARS)

الأنشطة المخططة للربع السنوى القادم:

- تقديم النسخة النهائية لخطة الاعمال المرحلية
- انشاء وتفعيل وحدة تخطيط الاعمال المرحلية
- إدخال البرنامج المالى ادفاك خلال شهر ابريل ٢٠١٠
- متابعة الأنشطة الواردة اعلاه
- يتم البدء فى برنامج الاستخدام الأمثل للكيمواويات
- تركيب معدات ورشة معايرة العدادات بعد تسليمها
- متابعة إصدار تقرير ربع سنوى بواسطة (MARS) وتقديم الدعم الفنى
- ورشة عمل حول إعداد خطة وإدارة وتنمية الموارد البشرية
- متابعة مستمرة لبرنامج رخصة القيادة الدولية (ICDL) الحاسب الالى
- استكمال باقى نماذج إعداد خطة وموازنة التشغيل والصيانة ومراجعتها
- المساعدة فى إعداد مسودة خطة وموازنة التشغيل والصيانة
- تفعيل وتطبيق برنامج إدارة الصيانة بواسطة الحاسب الآلى بمحطة مياه جزيرة الذهب
- سيقوم المشروع بتوفير تدريب للشركة على أساسيات عمل على البرامج وشبكات الصرف الصحى وسيليتها تدريب بنتلى للمياه والصرف (Water & Sewer Cad)

شركة مياه الشرب بالقاهرة

تنمية الموارد البشرية:

- تقديم الدعم الفنى الخاص بإعداد الهيكل التنظيمى والوصف الوظيفى للوظائف المدرجة بهذا الهيكل

الإدارة المالية:

- إعداد الشروط المرجعية للتعاقد مع استشارى لإعداد دراسة حول بدائل التمويل المتاحة لشركة مياه القاهرة
- بدء جمع البيانات اللازمة للدراسة المالية وتم تقديم قائمة بالبيانات المطلوبة للشركة القابضة لمياه الشرب والصرف الصحى

إدارة المشاريع:

- عمل تدريب لمسئول تكنولوجيا المعلومات بالشركة خاص ببرنامج نظام معلومات إدارة البرامج (PRISM) والرد على جميع الاستفسارات الخاصة بالنظام

الأنشطة المخططة للربع السنوى القادم:

- متابعة أعمال التحديث لبرنامج PRISM واستمرار الدعم الفنى فى متابعة المشاريع
- الإنتهاء من عمل الهيكل التنظيمى والوصف الوظيفى للشركة
- متابعة استكمال الدراسة المالية وبدائل التمويل

شركة مياه الشرب والصرف الصحى بالمنوفية

تنمية الموارد البشرية:

- دعم وتنفيذ البرامج الآتية:
 - التخطيط وجدولة المشروعات
 - نظام المعلومات الجغرافى (GIS)
 - النظام المحاسبى الموحد
 - ورشة عمل لخطة العمالة الخمسية

الإدارة المالية:

- إعداد خطة عمل خاصة بتطبيق تطوير طرق إدارة المخازن

التشغيل والصيانة:

- بدء العمل فى برنامج الاستخدام الأمثل للكيمياويات فى محطة شبين الكوم الجديدة
- عمل دراسة على معامل القدرة فى محطة مياه أشمون من أجل ترشيد استخدام الطاقة وتم عمل القياسات و الدراسات اللازمة وإصدار التوصيات لتحسين معامل القدرة
- تم عمل ثلاثة دورات تنشيطية على كيفية إعداد خطط و موازنة التشغيل و الصيانة واستكمال نماذجها

خطة الأعمال المرحلية:

- تم الإنتهاء من المسودة الأولى لخطة الأعمال المرحلية و عمل ورشة عمل لتقديم هذه المسودة لقيادات الشركة حضرها عشرون فرداً بقيادة رئيس مجلس إدارة الشركة، وذلك للمراجعة وإبداء الراى النهائى فيها
- انشاء وحدة تخطيط الاعمال المرحلية
- انشاء قاعدة بيانات محوسبة لخطة الاعمال المرحلية

إدارة المشاريع:

- تفعيل برنامج نظام معلومات إدارة البرامج (PRISM) وإعداد نماذج لتسهيل عمل مدخلى البيانات والحصول على البيانات المدققة للمشاريع من الإدارات المختصة
- مناقشة وإستعراض الهيكل التنظيمى المقترح من الشركة لإدارة المشاريع وكذا الأدوار والمسئوليات لكل مسئول
- تم إختيار مشروع مد خدمة مياه الشرب والصرف الصحى لقرية عدنان المدنى الواقعة بنطاق مدينة السادات كنموذج لتقديم الدعم الفنى فى مجالى التصميم والتنفيذ
- عرض التقرير الخاص بكيفية تعظيم الاستفادة من المخطط العام لإدارة المخطط العام
- تسليم نسخة من برنامج متخصص فى إدارة وجدولة المشاريع (MS Project) لوحدة مراقبة المشاريع لإستخدامها فى إعداد ومراجعة البرامج الزمنية للمشاريع

وحدة إدارة الأداء:

- ادخال برامج نظام متخصص فى إدارة نظم المعلومات الجغرافية (GIS & Arc View)
- تحديد الحد الأدنى لمواصفات أجهزة الحاسب الآلى اللازمة لهذا الغرض
- التدريب العملى على عمل الخرائط الجغرافية لمدينة قويسنا وذلك باستخدام صور الأقمار الصناعية
- تشغيل برنامج عرض وتحليل البيانات (MARS) للمعامل والقطاع الفنى والمالى طبقا للتعديل الأخير للبرنامج عن طريق الـ Web
- تقديم المساعدة فى مجال ورش معايرة العدادات لتحديد مخارج ومدخل المياه من وإلى الورشة وكذلك الوصلات الكهربائية وتحديد أماكنها بالإضافة إلى تحديد شروط التشغيل النهائى للموقع

الأنشطة المخططة للربع السنوى القادم:

- تقديم النسخة النهائية لخطة الأعمال المرحلية
- تفعيل وحدة تخطيط الاعمال المرحلية
- متابعة تنفيذ الأنشطة الواردة أعلاه
- الإنتهاء من خطة العمالة
- الإنتهاء من الهيكل التنظيمى والوصف الوظيفى لإدارة التنمية البشرية
- إتخاذ قرار فيما يتعلق بتطبيق برنامج أدفاك فى الموارد البشرية
- إستكمال برنامج الإستخدام الأمثل للكيمياويات فى محطة مياه شبين الكوم الجديدة
- إستكمال مراجعة إعداد الخطة الخاصة بالتشغيل و الصيانة والمساعدة فى عمل مسودة خطة التشغيل والصيانة والموازنة
- إعداد دورة تدريبية على برامج متخصصة فى نظم المعلومات الجغرافية (GIS & ARC View)
- تفعيل وحدة خطة الأعمال المرحلية من خلال تدعيمها بالقوة البشرية والمعدات والإنتهاء من المسودة النهائية للخطة
- إستكمال تقديم الدعم فى مجال (MARS)
- التدريب على برامج رسم هندسى وتصميم متخصصة فى شبكات المياه والصرف الصحى (Water & Sewer Cad)
- تحديد مشروع لاستخدامه كنموذج فى ادارة المشاريع وتقديم الخدمات الخاصة بعقود إدارة المشاريع (CMC)
- متابعة اعمال التحديث لبرنامج PRISM و استمرار الدعم الفنى فى متابعة المشاريع

شركة مياه الشرب والصرف الصحى بالدقهلية

إدارة المشاريع:

- تفعيل برنامج نظام معلومات إدارة البرامج (PRISM) حيث قام المشروع بإعداد نماذج لتسهيل عمل مدخلى البيانات ووصلت نسبة التحديث إلى ١٠٠% خلال شهر مارس من لا شىء عند بداية يناير ٢٠١٠
- تم الاتفاق على قيام السيد مدير إدارة مراقبة المشاريع بإعداد تصور بالشكل التنظيمى المقترح للإدارة محددًا به الأدوار والمسئوليات لكل وظيفة بصورة واضحة ومحددة وعرضه على السيد رئيس القطاع للإعتماد
- الإشتراك فى الدورة التدريبية الخاصة بإدارة المشاريع وتشمل البرامج الزمنية والتحكم فى التكاليف والتخطيط لمشاريع الإنشاء
- عرض التقرير الخاص بكيفية تعظيم الإستفادة من المخطط العام مع فريق العمل بالإدارة وكذا إستعراض المخطط العام للمحافظة ومناقشة تفاصيله والأسلوب الأمثل للإستفادة منه
- إستعراض الكتيبات المعدة من إدارة البرامج بالمشروع حول مؤشرات قياس التقدم الفعلى للأعمال الإنشائية وفض النزاعات فى مجال الإنشاءات
- تسليم نسخة من برنامج متخصص فى إدارة المشاريع (MS Project) لوحدة مراقبة المشاريع لإستخدامها فى إعداد ومراجعة البرامج الزمنية للمشاريع الإستثمارية

الأنشطة المخططة للربع السنوى القادم:

- متابعة اعمال التحديث لبرنامج نظام معلومات إدارة البرامج (PRISM) و استمرار الدعم الفنى فى متابعة المشاريع

شركة مياه الشرب والصرف الصحي بمطروح

تنمية الموارد البشرية:

- تنفيذ المراحل الثلاث الخاصة بتنفيذ برنامج شؤون العاملين "أدفاك"
- الدعم وتنفيذ البرامج الآتية:
 - التخطيط وجدولة المشروعات
 - النظام المحاسبي الموحد

الإدارة المالية:

تنفيذ المراحل الثلاثة الخاصة بتنفيذ برنامج الحسابات "أدفاك" والتي تتلخص في إدخال البرنامج والتدريب الأولى، ثم التدريب التشغيلي وعمل الربط بين الأنظمة المختلفة وأخيراً تدريب مديري البرنامج على قواعد البيانات وإعداد وتصميم التقارير

إدارة المشاريع:

- تطوير إداء شركة مطروح في تفعيل برنامج نظام معلومات إدارة البرامج (PRISM)
- بدء التعاون مع الشركة في إعداد الخطة الاستثمارية (خطة الاحلال والتجديد) لعام ٢٠١١/٢٠١٠
- الإشتراك في الدورة التدريبية الخاصة بإدارة المشاريع من حيث البرامج الزمنية والتحكم في التكاليف والتخطيط لمشروعات الإنشاء
- عرض التقرير الخاص بكيفية تعظيم الاستفادة من المخطط العام مع فريق العمل بالإدارة
- تدريب مهندسي إدارة المشاريع حول فض النزاعات في مجال الإنشاءات وتقديم مساعدات فنية ودراسات حالة

خطة الأعمال المرحلية:

- تم الانتهاء من تحديث المادة التدريبية لورشة العمل للإدارات العليا والمتوسطة

وحدة إدارة الأداء:

- تشغيل برنامج عرض وتحليل البيانات (MARS) للمعامل والفنى والمالى طبقا للتعديل الأخير (Website)
- ربط برنامج MARS مع الخط ١٢٥ لحصر وتصنيف الشكاوى
- تم إنشاء إدارة التحليل الإقتصادي

الأنشطة المخططة للربع السنوى القادم:

- متابعة تنفيذ الأنشطة الوارده اعلاه
- عقد دورة تدريبية عن النظام المحاسبي الموحد
- عقد ورشة عمل للتدريب على كيفية إعداد خطة الأعمال المرحلية
- متابعة إنشاء وتفعيل إدارة الأصول

- إستكمال تقديم الدعم الفنى فى مجال برنامج MARS
- التدريب على برامج رسم هندسى وتصميم متخصصة فى شبكات المياه والصرف الصحى
(Water Cad & Sewer Cad)
- متابعة اعمال التحديث لبرنامج PRISM و استمرار الدعم الفنى فى متابعة المشاريع
- متابعة أعمال إعداد الخطة الاستثمارية (CIP)