

## IWA-WSAA Asset Management Benchmarking Study

### the challenge

The International Water Association (IWA) and Water Services Association of Australia (WSAA) are industry bodies specifically put in place to serve the best interests of International and Australian urban water utilities.

As part of an ongoing and annual cycle of process benchmarking, the IWA and WSAA engaged Marchment Hill to conduct a global Asset Management Benchmarking study, representing one of the largest benchmarking programs ever attempted globally.

### what Marchment Hill did

Marchment Hill worked with GHD and CH2MHill to deliver the 2008 IWA-WSAA Asset Management Benchmarking study – a global review of Asset Management practices and processes for 43 participating water and waste water companies from Australia, New Zealand, Hong Kong, Oman, United Arab Emirates, United States of America and Canada.

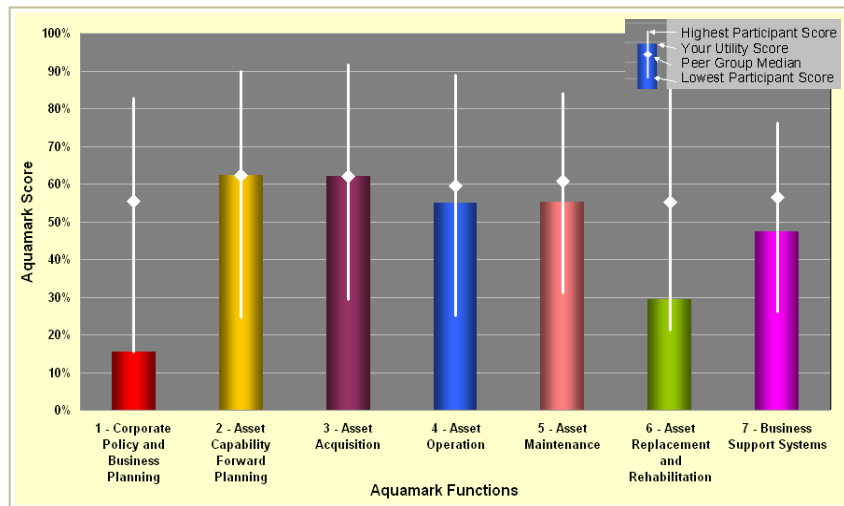


Figure 1: Functional Comparison with Overall Benchmarking Group

Using an established assessment framework, the study involved a detailed review of Corporate Policy and Business Planning, Asset Capability Forward Planning, Asset Acquisition, Asset Operation, Asset Maintenance, Asset Replacement and Rehabilitation functions and Business Support Systems across the industry, identifying global best practices for water utilities and developing an improvement roadmap for each participating company.

Marchment Hill undertook the benchmarking program design and review, provided 'lead audit' services for the participating businesses, and defined Best Practices in consultation with the study's steering committee.

Marchment Hill concluded the study by convening the Industry Expert Panel and facilitating the Industry Best Practice Workshop.

the benefit

Participating water businesses received individual Company Reports which identified their respective improvement opportunities, as well as a Global Benchmarking Report that captured and analysed the asset management performance of the industry as a whole.

All participant water businesses were able to use their Company Reports as a basis for justifying asset management improvement initiatives and to formulate improvement plans.

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