Eau pour Tous
Water for All
ParisTech • SUEZ ENVIRONNEMENT

Immersion abroad

Academic partner

Professionnal partner

Academic training: overall objectives

Increasing skills in operational strategy

Developing leadership and skills to become a top manager

Improve knowledge on service management, climate change and disadvantaged neighbourhoods

To respond to the technical and socio-economic challenges by taking into account the realities on the field.

Knowing how to meet the sustainable development objectives of the United Nations

Operational Strategy

Service management

Climate change

Disadvantaged neighbourhoods

Operational Innovation

Service management

3 days

1- Human resources management

2- Customer management

Human resources management

Understanding the issues, the organization, and the careers

Knowing the influence of Big Data in HRM

Designing HR innovations

Mastering the various skills development tools

Analyze the 4 main functions: recruitment, compensation, job and skills forecasting, improvement of working conditions.

Argument for an investment in training

Development of an HR training plan

Understanding social management control and a key process for steering the company in order to develop the collective of an organisation.

Customer management

To deepen the study of the structure of a Customer Department: Three models envisaged

Compare and define the types of overall organisation of a client department

Analyse the implementation of the legal framework: the rights and duties of the water company and the customer, the subscription contract and the water and sanitation service regulations.

To recover and keep control of the customers within its scope of activity.

Understanding the Smart Metering market around the world, remote reading of water meters, services associated with these technologies, multi-fluid, fears and objections to the solution, costing elements.

Understand the customer service approach and the call centre, online sale of products, products derived from the resource, setting up and analysing a call centre

Climate change

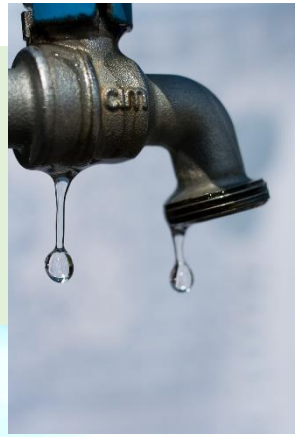
2 days

1- Mobilisation of the water ressource

2- Carbon footprint

3- City-wide renewable energy

Mobilisation of the water ressource



- To know the stakes of climate change for the different water resources (surface water, groundwater, non-conventional resources).
- To discover new alternative techniques and methods of searching for water; their impacts, costs and energy requirements
- To analyse resource mobilisation strategies by some cities in the world.
- Drawing up an action plan for a water resources project

Carbon footprint

- Define the concept of greenhouse gases, climate change and the consequences for the functioning of a company, both for its activities and for the daily life of each employee.
- Know the methodologies and tools for assessing greenhouse gas emissions for water and sanitation services (IPCC, GhG)
- Interpreting the different emission factors in the field of water and sanitationTo be able to identify the emissions (direct and indirect) of a perimeter

City-wide renewable energy

- Identify the main issues and technical constraints (power density, high source variability, need for storage) and economic constraints (investment costs and the need for back-up).
- Distinguishing the main categories of renewable energies and their impacts
- Knowing the possible actions to measure, control, optimise and save energy consumption in a water and sanitation service
- Knowing how to carry out an energy diagnosis of structuresPropose solutions for optimising the operation of equipment and processes
- Compare innovative solutions to reduce GHG emissions by promoting the use of renewable energy sources.

Disadvantaged neighbourhoods

2 days

1- Non Revenue Water

2- Social engineering

3- Sanitation management

Non Revenue Water

- To know the economic, social and environmental factors of water losses in disadvantaged neighbourhoods
- Assessing the water demand of a disadvantaged neighbourhood
- Assimilate that the issue of water losses does not only concern the search for and repair of leaks, but that it is linked to all the activities of a water service.
- Establish a policy to control and reduce water losses
- Draw up a water loss management plan
- Master innovative technical tools to measure unbilled water volumes and deduct the corresponding financial loss.
- Design a strategy for real and apparent losses

Social engineering

- Understanding social water policies in the face of the constraints of underprivileged populations
- Understanding the issues related to access to services for all
- Understand the issues of governance and the role-playing game
- Discover the tools and methods for diagnosing needs and solutions for access to services
- Elaborate a draft action plan taking into account technical, socio-economic, political and institutional dimensions
- Analysing the forces/constraints that stakeholders represent for the evolution and development of the service
- Develop an appropriate consultation and communication strategy

Sanitation management

- Knowing the problems of wastewater and excreta sanitation in developing countries
- Put in place strategies and technologies to reduce harmful impacts
- Assess the different components of a sanitation programme (protection of public health and the environment, needs and means of the populations, technical feasibility, financing, communication, local capacity building, etc.).
- Know the different methods of financing sanitation
- Distinguishing categories of sanitation expenditure and costs
- Mastering the tools for financing sanitation
- Understanding urban sanitation governance and developing strategies for urban sanitation
- Relationship between operators and the various stakeholders in the sector (local authorities, POPs, etc.)

Operational innovation

2 days

Operational innovations relate to innovations linked to the continuous improvement of existing practices.

Operational innovation

- To reinvent business processes
- Improving the operational performance of a water company
- Develop a strategy that allows for continuous digital improvement and digital transformation of processes
- Understanding the different aspects of digital transformation
- Knowing about new technical innovations
- Analysing investment optimisation

Case study with our profesionnal partner : Ghana Water Company Limited in Accra for 10 days