

OPERATIONS DEPARTMENT

CONTROL CENTRE BRANCH

Introduction:

The Control Centre operates in a 24 / 7 work environment and is predominantly reliant on on-going innovative work processes and technological equipment that is complemented by a highly competent, matching workforce that is steered by emotional intelligent and results driven leadership. The medium utilized in its value chain activities (as depicted far below), are “two way” radios, Cell Phones, Telephones and an EWS exclusive IT Software System, named “Faultman”.

Our customer includes all domestic, commercial and industrial consumers within the EThekweni Metropolitan area.

Our Core Function: To ensure that our Water and Sanitation infrastructure is maintained and managed to ensure service delivery continuity and to minimise and mitigate interruptions thereto.

The Structure: The Control Centre is centrally situated at 3 Prior Road whereas the Technical Teams are decentralized into various zones operating from their respective Depots, eg, North, South, West and Central, operating in their respective zones

Physical Layout: An open floor plan containing the Manager’s Office, one Administrator, 4 Supervisor and 2 Clerical Work Stations.



Our Vision

Our Vision is to be the best Municipal Water and Sanitation service provider in the internationally arena by year 2020.

Our Mission

Our aim is to provide our customers with exceptional value for money by satisfying their need in terms of quality, quantity, response time and cost, by not only meeting their expectations but by exceeding them.

We would achieve or aim by objectively addressing and overcoming the challenges we encounter. This is done by coming to terms with our history, acknowledging the present and planning for the future.

This will translate into claiming our rightful place Globally by vigorously pursuing success in striving to be self- managed.

We acknowledge and value the contributions our members are making to our success.

We endeavour to always create an environment conducive to on-going learning, that would empower our members and help them acquire the necessary skills to overcome the challenges they encounter.

We remain committed to the realisation of our Vision and Mission by striking a balance between autonomy and accountability and rights and obligations.

Our Customer:

Our internal and external customer's expectations are enshrined in our Values, Vision, Mission and Objectives.



Objectives

Our aim is to achieve the following by the end of year 2013:

- ensure Bursts are dispatched within 30 minutes.
- ensure that 95 % of leaks are repaired within 24 hours
- * ensure that 98 % of leaks are repaired within 24 hours
- ensure that 95 % of sewer blockages are cleared within 24 hours

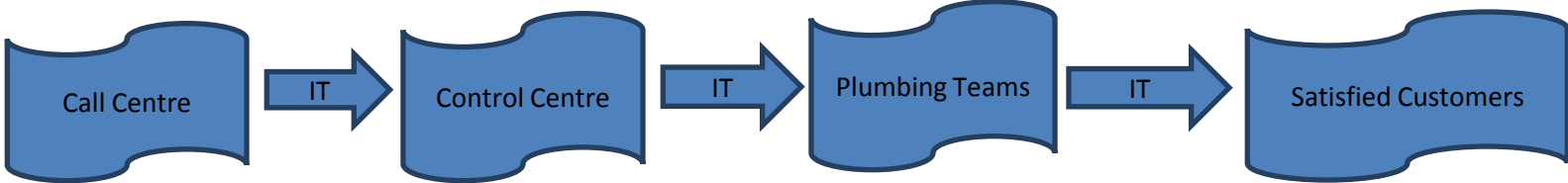
Our Strategy

To sustain being a leader in this service industry, we will adopt the hybrid strategy, year after year as defined below:

Our Vision, Mission and Objectives, will be realized by the following means:

1. using a 'mean and lean' workforce.
2. stream lining our operational workflows.
3. Continuous training and development.
4. Continuous improvement of our work methods and operational systems.
5. Granting our employees autonomy thereby empowering them to participate in the problem solving and decision making processes, in their areas of responsibility.

WORK PROCESSES / STAFF DEVELOPMENT



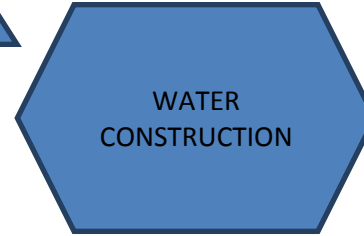
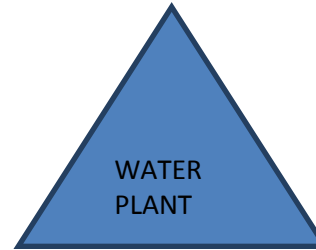
INTERNAL / EXTERNAL SERVICE LEVEL AGREEMENT

THE VALUE CHAIN

A TYPICAL WORK FLOW OF REPORTS AND DISSATISFACTION COMPLAINTS

CONTROL CENTRE C-SERVICES

TAKING OWNERSHIP AND DRIVING RESOLUTIONS TO ALL
INCOMING CUSTOMER COMPLAINT CORRESPONDENCES:



Training and Development

All newly recruited employees are subjected to a three month training period that includes theory and practical exposure (ie on the job training”) on the four different disciplines viz. Water Operations Network; Water Customer Services; Water Plant; Waste Water; Pollution Control; Waste Water Telemetry and Control Valve.

The above training and development of the employee culminates into him being certified and graduated as a fully fledged Control Centre Operator. Unsuccessful candidates are placed on Performance Management and are given all the support and assistance to meet the laid down benchmark standard of performance.

Challenges:

1. Delays in service delivery attributable to the various crimes being committed against our Technical Field Teams at the various 'High Risk' Areas.
2. Public Protest obstructing City Officials from delivering services to certain Zones.
3. The time consuming 'SCM' process to secure services, materials and equipment.
4. The aging 'Water and Sanitation' Infrastructure contributes to the high frequency of blockages, repeated bursts, leaks and water outages, heavily impacting on 'supply and demand', tanker demand for interim water supply. Plumber's Idle time iro Backfill trucks and water revenue /loss.
5. IT backup. Current response times to Faultman is highly satisfactory due to the In-house IT personnel.

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