

**A CONTINUAL INTEGRATED QUALITY IMPROVEMENT MODEL FOR STANDARDISED
POLICIES AND PROCEDURES IN LOCAL GOVERNMENT WATER AND SANITATION
PROVISIONING IN SOUTH AFRICA'**

IWA WATER LOSS CONFERENCE 2018

Century City, Cape Town, South Africa

Date: 7- 9 May 2018

Presenter: Nokhanyo Madliwa (Ph.D. Candidate)

**Quality Manager at City of Ekurhuleni: Water and Sanitation
Department**



**City of
Ekurhuleni**

DO STATISTICS TELL US EVERYTHING?

- **Reduction of water losses is not just about decreasing the percentage of them**
- **Percentage of reducing water losses made over a certain period is important, but it is not an adequate measure of the progress that has been made in reducing and preventing water losses**
- **It does not tell us anything about the clear quality management systems that have been put in place to prevent continuing high water loss percentages**
- **We must not just look at statistics. It is a problem if that is the only thing we look at**
- **I am not sure if statistics is telling us everything, even though the debate on newspapers is almost only about statistics**
- **I am not saying statistics is not everything, but it is a problem if we only look at it**

DO STATISTICS TELL US EVERYTHING?

- We are all familiar with the topic of reducing water losses but what quality management systems can be put in place to improve this reduction?
- If statistics was everything would we still be sitting with the challenges on the next slide



ACCOUNTABLE LOCAL GOVERNMENT FOR COMMUNITY DEVELOPMENT: South Africa

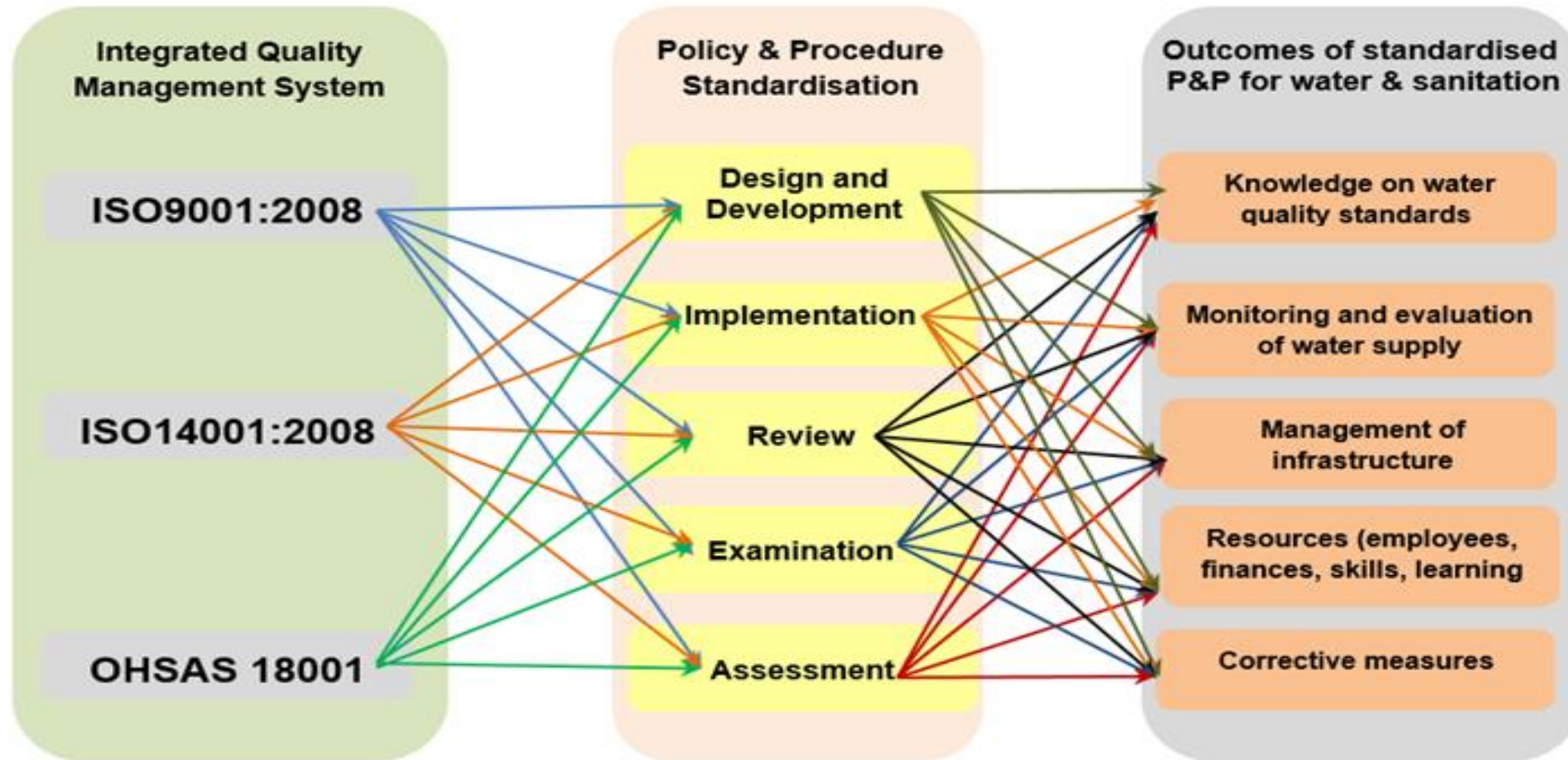


- **South Africa is currently faced with a challenge of water losses, water shortages and drought putting additional pressure on service delivery to many dissatisfied and discontent residents**
- **Although the subject of policies and procedures in water and sanitation provision has been researched extensively by previous researchers, existing studies reflect a lack of sufficient models to show the extent to which standardising of policies and procedures incentivises integrated quality management of local government core service areas**

THE AIM OF THE ABSTRACT

- **The abstract presents a working model for standardising policies and procedures for water and sanitation provisioning in emerging and developmental economies like South Africa**
- **Using desktop acquired information, the abstract develops a Continual Integrated Quality Improvement Model (CIQIM).**
- **The model was developed to test the following core areas of concern: policy and procedure design and development, policy and procedure implementation, policy and procedure review, policy and procedure examination and policy and procedure assessment needed for appropriate policy and procedure standardisation in water and sanitation provision**
- **Initial desktop findings bridge the gap between the design and development of policies and procedures for effective water and sanitation provision and standardisation of them through the implementation of CIQIM**

THE PROPOSED MODEL: CIQIM

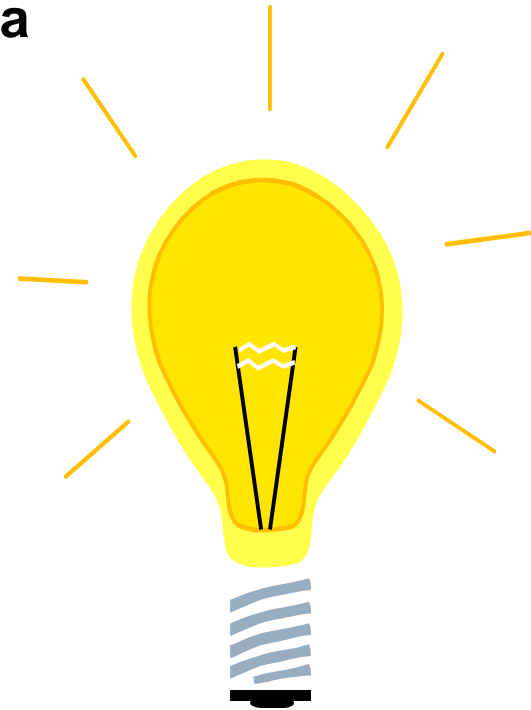


THE PROPOSED MODEL:CIQIM

- **The Continual Integrated Quality Improvement Model integrates ISO 9001:2008, ISO 14001:2008 and OHSAS 18001 with policy and procedure design and development, policy and procedure implementation, policy and procedure review, policy and procedure examination and policy and procedure assessment**
- **This is to ensure standardised policies and procedures for effective water and sanitation provision**
- **As a case study research, the uniform application of CIQIM will be tested within the City of Ekurhuleni Metro in the Gauteng Province**

CONCLUSION

- **The abstract concludes that it is imperative for local municipalities to look into these core areas of concern for continuous performance improvement.**
- **The study further recommends that the proposed model once tested, can be applied to other metros in South Africa**



TOGETHER RAISING

THE WATER &

SANITATION

STANDARDS

THANK YOU.

