



MANAGEMENT & TRANSFORMATION OF ORGANISATIONS

INSPIRING THE YOUTH FROM PROFESSIONAL EXPERIENCE

East African Regional Model United Nations (EARMUN)
Young Professionals Dinner

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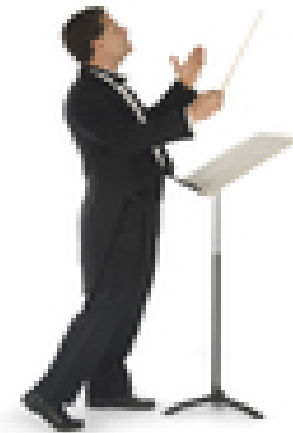
What is Management?

Management is the process of getting activities completed efficiently and effectively with and through other people.



Management Functions

- ☐ Planning
- ☐ Organising
- ☐ Staffing
- ☐ Directing
- ☐ Co-ordinating
- ☐ Reporting
- ☐ Budgeting





What next??

What are the first things you would do if you were appointed CEO of a business company like, Warid Telecom, Tullow Oil, National Housing and Construction Corporation, or PS for Ministry of Water, Education, Public Service or even a clerk to Parliament, Head Master of Buddo, Director Mulago Hospital?



In theory, Any Manager would do the following:

1. SWOT analysis
2. Formulate a Vision
3. Formulate a Mission
4. Design Strategic Plans and Goals (Long-term)
 - Corporate Plans (3-5 years)
 - Annual Financial Budgets
5. Formulate Operational Plans/Programmes (short-term and long-term)



As a Manager, Get Down to Work



- ☐ Start Executing your duties
- ☐ Delegate work
- ☐ Direct
- ☐ Support
- ☐ Supervise
- ☐ Teach
- ☐ Monitor



How to become an Excellent Manager



- ☐ Motivate People
- ☐ Delegate
- ☐ Keep Door Open
- ☐ Let People Make Mistakes
- ☐ Learn from your own Mistakes
- ☐ Treat every one Equally
- ☐ Celebrate Success with your Team
- ☐ Forget about your Credentials
- ☐ Communicate with your employees in a proper way and avoid to bring them down.





How to become an Excellent Manager

Personal Attributes

- ☐ Be Charismatic
- ☐ Be Educated
- ☐ Acquire Managerial Skills through workshops and at work
- ☐ Networking/ Connections
- ☐ Be Innovative
- ☐ Be Principled



Transformation Process.

NWSC Approach to SWOT Analysis



NWSC SWOT Analysis as at 1998

- Strengths:** Sound infrastructure, abundant plant production capacity enabling legislative framework, well trained workforce, sound billing system, good corporate planning strategy, good financial budget planning policy.
- Weaknesses:** Low staff productivity (36 staff/1000 connections), high UfW (60%), Low Collection Efficiency - 71%, huge arrears of about 14 months of billing, high number of unviable towns.
- Opportunities:** Government support, relatively stable economy, donor support, abundant water resources,
- Threats:** Huge Debt and pending debt Servicing obligations, VAT law.
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NWSC VISION & MISSION



Previous Vision: To be the Pride of the Water Sector in Africa

Previous Mission: To be a Customer Oriented Organization, providing Excellent Water and Sewerage Services in a cost effective manner.

Current Vision: "To be One of the Leading Water Utilities in The World"

Current Mission: "To Provide Efficient and Cost Effective Water and Sewerage Services, applying Innovative Managerial Solutions to the Delight of our Customers."

NWSC Strategic Plans/ Programmes



There are two overarching strategic
Plans

- ❑ The Corporate Plan (2009-2012)
- ❑ The Annual Budget (2009/2010)



Operational Plans/ Programmes

- ☐ 100 Days Programme
 - ☐ Service and Revenue Enhancement Programmes- SEREP
 - ☐ Area Performance Contracts (APCs)
 - ☐ Internally Delegated Area Management Contracts (IDAMCs)
 - ☐ Stretch-Out Programme
 - ☐ One Minute Management Programme
 - ☐ “Checkers” Programme to rationalise the M& E activity
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NWSC Key Achievements

Performance Indicator	1998	2009
Service Coverage	48%	73%
Total Connections	50,826	225,932
New Connections per year	3,317	25,000
Metered Connections	37,217	225,203
Staff per 1000 Connections	36	7
Collection Efficiency	60%	92%
NRW	60%	35.8%
Proportion Metered Accounts	65%	99.6%
Annual Turnover (Billion Shs)	21	100
Profit (After. Dep) (Billions Shs)	8.0 (loss)	15.1 (Surplus)

Explore Opportunities.





Conclusion

"Anyone who has never made a mistake has never tried anything new." Albert Einstein

Merci (Thank You)
