



Extrait du Aqua Publica Europea

<http://aquapublica.eu/?WG-2-Performance-in-public>

# **WG 2:Performance in public management: indicators and benchmarking**

- Activities - Working Groups - Performance -

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**Aqua Publica Europea**

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### General objectives

The Working Group aims at promoting the public sector's commitment to efficiency and quality-management.

The Group's activity revolves around the exchange of best practices and definition of standards in relation to performance in the management and customer services.

### Past activities:

- Collecting information about quality-management approaches among members;
- Publishing a leaflet presenting members' engagement with performance and quality;
- Implementation of cross-audits between operators: SDEA/Haganis/Besançon (FR), SYDEC/Grenoble (FR), SDEA(FR)/IECBW (BE);
- Definition of quality standards for customer services in the water sector.

### Programmed actions:

- Defining a common benchmark framework for public water operators (security, drinking water, waste water, finance and accountability, customer service, human resources);
- New rounds of cross-audits.