

Automation

WORKFLOW

Process

Team

Tech

Utility Analysis &  
Improvement Methodology

UAIM

**A Collaborative, Value-Based Path to Improved Performance:**

UAIM helps improve utility capabilities and performance through the collaborative development of methods for business process improvement and change management, including a standard modeling framework and model repository. UAIM enables utilities to achieve performance goals with repeatable, common-sense techniques tailored to the water sector.

**COULD YOUR UTILITY BENEFIT FROM UAIM?**

If any of the points below apply to your utility, you will benefit from the UAIM project:

- ☐ We get the work done, but the knowledge about how the work is done is not well documented: it resides mostly in people's heads.
- ☐ Without thorough documentation of how our work is done, it is difficult to discuss, analyze, or implement improvements—or plan for succession.
- ☐ When we face challenges, we don't want to start from scratch or reinvent the wheel; we want to know how others have tackled similar problems.
- ☐ We are often focused primarily on technology, but improvements typically require changes to processes and people; we need holistic analysis and improvement methods that consider all three aspects.
- ☐ Many of our solutions are "technology silos" that target the needs of specific business units and do not consider the organization as a whole or leading practices.
- ☐ We want more effective ways to collaborate internally between business units and externally with industry peers.

**WHAT YOU WILL GET**

Documented processes up to and including complete utility models

A series of vetted business processes and best practices

A deeper, more detailed understanding of the business

A knowledge base that supplements the best of Effective Utility Management, benchmarking, and other efforts with quantitative methods

Proven methodologies to improve organizational cultures and people systems

A community of utilities dedicated to collaboration and delivering measurable value to their citizens

**GOAL**

The main objective is to develop a crowdsourced Water Sector Value Model that documents how a utility works. Joining the UAIM project under the LIFT for Management program, helping to develop this model, and making the model available to any utility is a win-win situation:

- Utilities helping with program development will improve their internal processes
- Other utilities will learn from the best in class



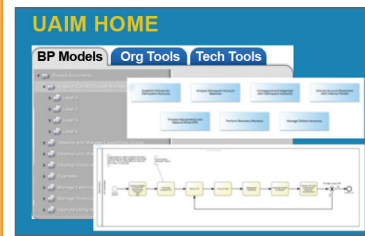
Join the UAIM project and improve both your own capabilities and those of fellow utilities. Learn more at: [www.waterrf.org/uaim](http://www.waterrf.org/uaim)

## HOW DOES UAIM WORK?

Utilities engaged in the UAIM project:

- 1 Document their processes. Project documentation is uploaded to a knowledge base accessible through a portal on the LIFTLink platform
- 2 Exchange information about their processes, metrics, and improvements
- 3 Collaborate on developing recommended processes and practices for business areas of the greatest priority/interest

Utilities Share Process Models,  
Case Studies, & Best Practices



All Utilities  
Learn from the  
Best in Class



### BUSINESS PROCESS MODELS

Business process models document key information, including:

- Departments/business units involved in each process
- Workflow (sequence paths of activities)
- Necessary decisions and decision makers
- Required resources (e.g., staff, equipment)
- Metrics that are impacted by the process
- Data required to make decisions
- Where (in what systems) required data resides

◀ **Sample Business Process Model:**  
**Orange County Utilities, Florida**

## UAIM UTILITY PARTNERS

Charlotte Water (NC)  
City of Grand Rapids (MI)  
Clean Water Services (OR)  
DC Water  
Great Lakes Water Authority (MI)  
KC Water (MO)  
Louisville Metropolitan Sewer District (KY)

Metro Vancouver (BC)  
Metropolitan Council Environmental  
Services (MN)  
Orange County (FL)  
Portland Water (OR)  
San Francisco Public Utilities  
Commission (CA)

Tacoma Water (WA)  
Toho Water (FL)  
UK Environment Agency  
VCS (Denmark)  
Washington Suburban Sanitary  
Commission (MD)



## FOR MORE INFORMATION

Contact Fidan Karimova at  
[fkarimova@waterrf.org](mailto:fkarimova@waterrf.org)