

SUSTAINABLE MANAGEMENT OF
RURAL AND SMALL SYSTEMS
WORKSHOP (8 HRS ALL LICENSES)

November 14, 2018

**Sheridan City Hall Council
Chambers**

**55 East Grinnell Plaza
Sheridan, WY 82801**

**8:00 AM – 5:00 PM
Lunch on Your Own**

Pre-Registration Required

**Registration Begins
October 1, 2018**

**Registration Closes
November 12, 2018**

Class Limited to 30



**Wyoming Association of
Rural Water Systems**

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SUSTAINABLE
MANAGEMENT OF
RURAL AND SMALL
SYSTEMS
WORKSHOP (FREE)



November 14, 2018

WORKSHOP AGENDA

Introductions & Workshop Objectives

Overview of Key Management Areas

Utility 'Self-Assessment' Exercise

Self-Assessment Results Discussion

Working Lunch

Improving Outcomes Exercise Practices, Tools, and Measures Discussion

Information and Resources for Improvement Discussion

Action Plan Discussion/Exercise

Workshop Feedback

This workshop will help utilities address a full range of challenges and improve the management of their operations and infrastructure.

- ✓ *How to deliver increasingly efficient, and higher quality services*
- ✓ *How to improve long-term sustainability and increase resiliency*
- ✓ *How to use the Small Systems Guidebook to Effective Utility Management to make improvements at your system*

Utilities will learn how to make improvements in the ten key management areas, focusing first on their most pressing challenges.

THE TEN KEY MANAGEMENT AREAS

Product Quality

Customer Satisfaction

Employee Leadership & Development

Operational Optimization

Financial Viability

Operational Resiliency

Infrastructure Stability

Community Sustainability

Water Resource Adequacy

Stakeholder Understanding & Support