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Sustainable Management of Rural and Small Systems Workshop

# DATE

# LOCATION

# START TIME – END TIME

# REGISTRATION INSTRUCTIONS

# DATE

Sustainable Management of Rural and Small Systems Workshop

Date of publication

### Company Name

### Street Address

### Address 2

### City, ST ZIP Code

### Phone (000) 000-0000

### Fax (000) 000-0000

### Web site

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 Rural and Small Systems Guidebook to Sustainable 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 & Economic Development

### Water Resource Adequacy

### Stakeholder Understanding & Support