

**Workshop on benchmarking in the irrigation and drainage sector
ICID, Montreal July 2002**

AFEID

**French Contributions to the programme
on « benchmarking irrigation systems »**

AFEID motivated to participate :

- **AFEID Working Group nominated :**
 - (SARs, CEMAGREF, Min. Agriculture & Foreign Affairs, Agricultural Profession)
- **Funds expected soon to finance :**
 - Expenses of the WG
 - Staff appointed to collect and process data

AFEID intends a two-level contribution to Benchmarking Programme:

- Integration in the current Programme for a panel of traditional open channel irrigation systems
- Presentation of benchmarking actual practice of management on major modern schemes
 - (for improvement & further extension of the Programme)

Integration in the current Programme for a panel of traditional open channel irrigation systems

- Select the panel in the number of traditional schemes (Southern France)
- An opportunity to debate about performance indicators relevant to their main concerns

Benchmarking actual practice of managers on major modern schemes

- Current indicators of the Programme do not fit
 - pressurized distribution « self service »
 - multipurpose systems, customer-oriented management
- Performance indicators : main tool for managt
 - Internal indicators : monitor evolution/targets
(ISO 9001=clients ; 14001=Environment ; tech. & financial)
 - Benchmarking with other public services
(urban water supply, electricity, phone, bank, mail...)
 - Independant enquiries among the clients

Examples of relevant indicators

- For quality of service to the clients
 - Reliability : average service interruption (*minutes/year*)
 - Quickness to answer their different requests
 - Rate of complaints ;
- Financial :
 - Quickness of revenue collection
- Economics :
 - Rate of evolution of contracts subscriptions
 - Productivity of the staff

Benchmarking : always evolving process

- Need for a consistent information system for operational management
- As soon as you decide to measure, you begin to improve the performance..
- As soon as you get the target, you try to lift new targets

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