

Business Management Training for the management of the water supply companies in Vietnam

Context

The water services of Vietnam are facing a challenge to change from a governmental department to a business driven entity. Furthermore the government has planned a large scale improvement of urban water and sanitation. Capacity building of Vietnamese water sector staff regarding modern management approaches and the exchange of best practical means will contribute positively to the future performance of the companies. The training needs in the Vietnamese water sector were assessed in various studies of the Asian Development Bank. The general conclusion is that special attention is needed for the management of the companies and the operators. Such training is not provided regularly and not part of an existing training program in Vietnam.

Proposal

Together with DHV Vietnam, the VWSA and AMC World Water Academy proposed to develop a training series for the management of the Vietnamese drinking water companies. The training needs were assessed, visiting six water companies. The needs and wishes resulted in a draft design. The programme was reviewed and discussed with Vietnamese directors to develop a practical and tailor made product. The training for the management of the Vietnamese water companies consists of four modules:

- Business Management and Development
- HRM
- Financial Management
- Asset Management

Realization

The training was delivered two times in the North and the South of Vietnam. The trainers and moderators were Vietnamese and Dutch professionals, directors and managers. They are 'the best in class' from the Netherlands and Vietnam and were trained in the use of interactive training methods to make the modules as interactive and practical as possible. A total of 160 directors managers were trained in various modules. All the course materials were tailored to the specific situation in Vietnam and provided in Vietnamese.

One of the participants said in the course evaluation: *'The course is very useful, it is a chance for us to study and exchange experience with the trainers and colleagues'* and: *'Continue the program with the advanced courses', 'The course should be longer to include more topics on innovations and time for discussion'*.

Location:

Hanoi and Ho Chi Minh City, Vietnam

Period:

2011

Partners:

Partners for Water (NL – *financer*)

DHV Vietnam (VN), Academy for the Management of Construction in Cities (AMC) (VN), Vietnamese Water and Sewerage Association (VWSA) (VN)

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