



Workshop Agenda

- Introductions & Objectives
- Key Management Areas
- “Self-Assessment” Exercise
- Improving Outcomes
- Practices, Tools & Results
- Action Plan Creation
- Feedback

Workshop material developed by USDA & USEPA. This workshop delivery is funded by USDA.



MONDAY, JUNE 24TH, 2019 FROM 9:00 AM TO 4:00 PM


“RURAL AND SMALL SYSTEMS SUSTAINABLE UTILITY MANAGEMENT WORKSHOP”

At the workshop, you will conduct a guided self-assessment of your system and identify areas for improvement that are critical to success at your utility. This self-assessment will help you prioritize actions when resources are limited. You will also learn from other utilities that have faced similar challenges. At this workshop you will learn:

- ✓ 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

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 RCAP Solutions

 Meeting Room A,
Windward Passage Hotel,
Charlotte Amalie, St.
Thomas, USVI

 Register Online:
<http://bit.ly/USVISTT>

**WORKSHOP REQUIRES 4 – 5 PARTICIPANTS
PER COMMUNITY OR ORGANIZATION. FIVE (5)
COMMUNITIES MAXIMUM.**

Ten Key Management Areas

- Financial Viability
- Operational Resiliency
- Employee & Leadership Development
- Water Resource Adequacy
- Community Sustainability & Economic Development
- Infrastructure Stability
- Product Quality
- Customer Satisfaction
- Stakeholder Understanding & Support
- Operational Optimization