

User Manual

Water Safety Plan Quality Assurance Tool



World Health
Organization



International
Water Association

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CONTENTS

OVERVIEW **5**

SECTION



A

ABOUT THE TOOL **7**

SECTION



B

USING THE TOOL **11**

SECTION



C

CASE STUDY FOR USING THE TOOL **21**

ESSENTIAL RESOURCES **23**

CONTACT US **23**





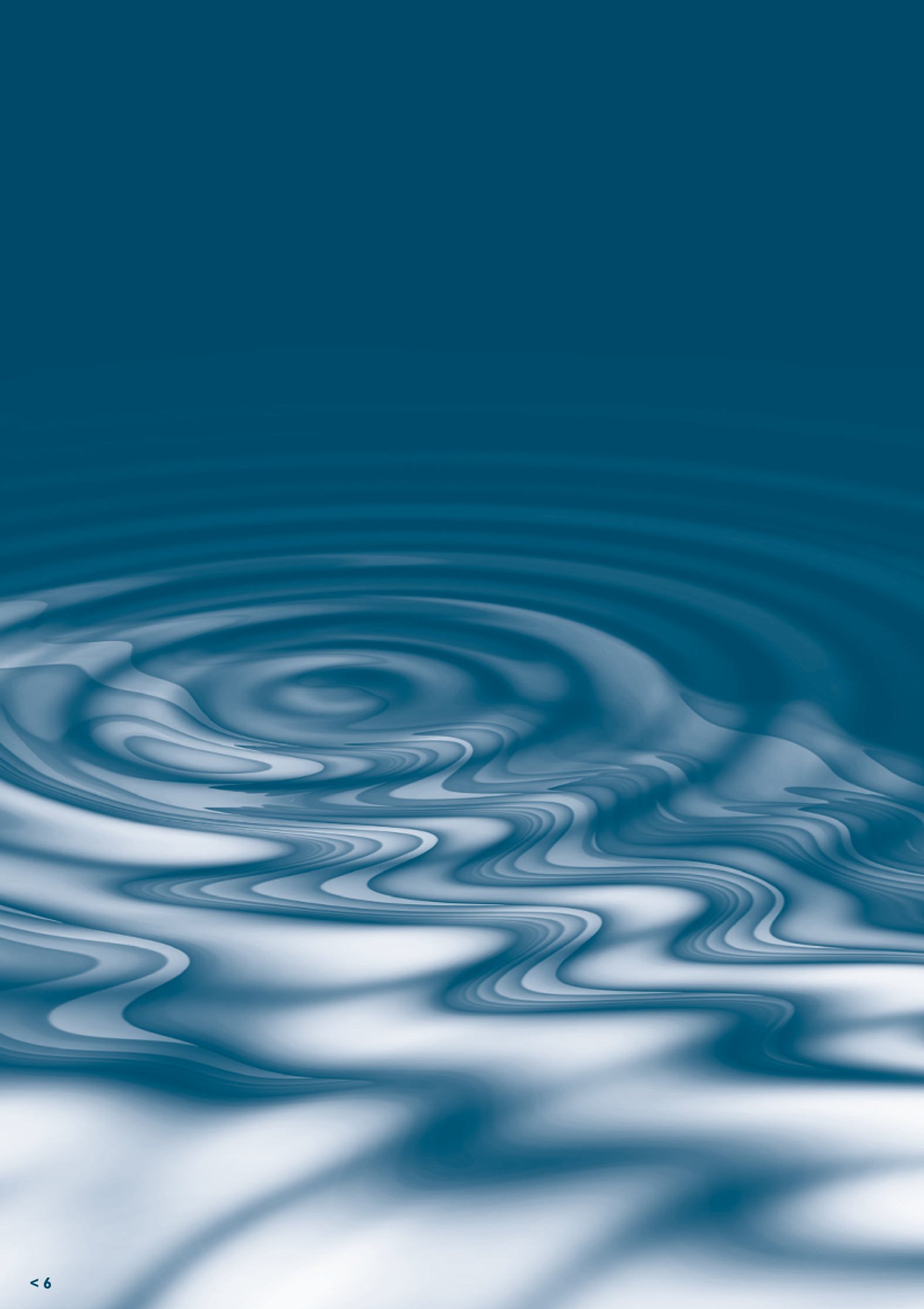
OVERVIEW

Why use this Tool? To increase confidence that safe water is consistently being delivered to consumers by ensuring that key elements in the WSP process are not overlooked and that the WSP remains up to date and is effective.

Who should use this Tool? The WSP team set up by the water supplier or similar entity managing organized drinking-water supplies. It could also be used by external assessors for an independent assessment on progress with WSP development and implementation.

When should the Tool be used? The Tool is likely to be of most benefit when applied at intervals dictated by the pace of WSP implementation. At a minimum, it should be used once per year.

How long does the Tool take to complete? The Tool should not take more than a day to complete. It could take less time (i.e. a few hours) if the WSP team is very familiar with the WSP process and as the team becomes more familiar with the Tool. Conversely, it could well take longer if the supplier has several water supply systems and until the WSP team has become more experienced in its use.



SECTION

A

ABOUT THE TOOL

I. Introduction

Since the launch of the 3rd edition of the WHO Guidelines for Drinking-water Quality and the IWA Bonn Charter for Safe Drinking Water in 2004, which both advocated the implementation of Water Safety Plans (WSPs), there has been a global shift in how water supplies are managed. WSPs provide a risk based, preventative approach to managing drinking-water safety from catchment-to-consumer.

Effective implementation of WSPs can contribute to safeguarding public health, improving regulatory compliance, operational efficiency gains and better targeted investments. Such benefits are only realized through sustained efforts and continuous improvements of the WSP. To this end, **there is a need to develop mechanisms whereby a water supplier can objectively assess WSP implementation and identify areas of progress and areas for improvement.**

The WSP Quality Assurance Tool aims to meet this need and also supports WSP teams to develop and implement WSPs.

The major benefits for water suppliers in applying the *Tool* will be the systematic highlighting of:

- Areas where progress is being made; and
- Opportunities for improvements.

Other benefits of using the *Tool* include:

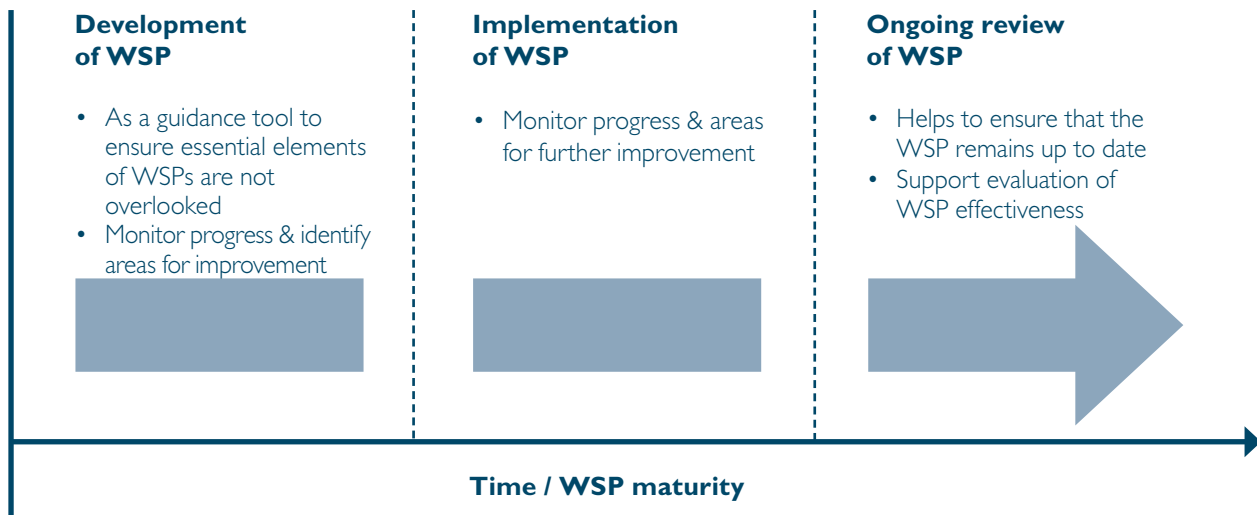
- Application as a guidance tool when initially developing and implementing a WSP;
- Protects against complacency after the WSP is initially implemented;
- Facilitates reporting, both internally and externally (*Tool* generates summary reports);
- Facilitates the identification of problems due to staff turnover and loss of institutional memory;
- Helps to monitor progress over time of previously highlighted areas of concern; and
- Helps to justify areas where investment may be required to make improvements.

2. Who Should Use the Tool?

The *Tool* should be used by the WSP team set up by the water supplier to oversee its WSP implementation. If this team includes external expertise, representatives of other stakeholders or other parties, they should additionally be included. The *Tool* can also be used by senior management and internal assessors as a means of monitoring WSP activities of the water supplier. Where a water supplier is only responsible for part of a water supply system, for example abstraction and treatment or distribution, or it receives a bulk supply from another supplier, its WSP team should work with the teams from the other water suppliers so that the *Tool* is completed from catchment to point of use for each water supply system. This will allow for greater understanding of the complete system and how each entity operates and also ensures that hazards are identified at entity boundaries that could otherwise be missed or not understood.

3. When Should the Tool be Used?

The *Tool* is universally applicable in a range of circumstances, for water suppliers beginning to implement WSPs to those who have had WSPs in place for some time. **The *Tool* is likely to be of most use when utilized at intervals dictated by the pace of WSP implementation.** When applied at the early stages of WSP development, the *Tool* will guide and assess implementation. It will assist in identifying areas of weakness and highlight where efforts need to be targeted. For those suppliers that have already implemented a WSP, this *Tool* will also help to challenge complacency to ensure that the WSP remains up to date and is effective.

Fig. 1 - Application and Usefulness of the Tool at Various Stages of WSP Implementation

4. Structure of the Tool

The Tool consists of four sections:

- Section 1: Menu - this is the opening page of the Tool.
- Section 2: About the Tool - this section contains the Tool overview and general instructions on how to use the Tool.
- Section 3: Enter Assessment - this is where you enter your evaluations related to WSPs.
- Section 4: Assessment Results - this section synthesizes the information entered in the Enter Assessment section into summary tables and graphs.

All sections of the Tool are available by selecting the appropriate tab near the bottom of the Tool or the relevant buttons within the different sections of the Tool.

The Enter Assessment portion of the Tool has been divided into two sections split into twelve tables. Each table includes a series of questions where each question includes some guidance on how to answer it. Further guidance may also be available in the Water Safety Plan Manual: Step-by-step risk management for drinking-water suppliers ('WSP Manual') (Bartram et al., 2009) and other references.

Part 1 consists of two tables:

Table 1 – General Information on the Water Supplier

Table 2 – General Information on each Water Supply System

Part 2 consists of ten tables related to the WSP approach. For ease of use, these tables are structured around the steps identified in the WSP Manual and knowledge and understanding of this Manual are essential prerequisites for proper application of the Tool.

Table 3 – WSP Team

Table 4 – System Description

Table 5 – Hazard Identification and Risk Assessment

Table 6 – Control Measures and Validation (including reassessment and prioritization of risks)

Table 7 – Improvement Plan

Table 8 – Operational Monitoring

Table 9 – Verification

Table 10 – Management Procedures

Table 11 – Supporting Programmes

Table 12 – Review of the WSP (including periodic reviews and following incidents)

5. Using the Tool to Support Implementation

The scoring is a simple system of five points (0-4) where a step can be described from being 'not started' to 'fully completed'; this range is described in more detail in section B. It is not the intention to put too much emphasis on the exact scores obtained. **Where the scoring should be helpful is to point to areas where improvements should be made and where priorities should be directed and with regular use of the Tool, to show the water supplier and others involved with the WSP process that progress is being made with WSP implementation over time.** It also allows for easy reporting of progress to all within the water supply including senior management.

The Tool allows a water supplier to assess multiple water supply systems and therefore, it enables direct comparison of results in easy to view table and graphical formats. It also allows for direct comparison of WSP implementation over time between systems and within a system.

These summary tables and graphs will assist the water supplier in gaining an understanding of their overall performance against each WSP step. The WSP team may also find these results a useful resource when communicating to senior management; for example, to indicate where further resources are needed and to demonstrate that progress with water safety planning is being made. It should be stressed that the WSP Tool will not determine what appropriate actions should be taken. **The Tool will point to areas that need improvement, but it is up to the water supplier to determine how best to achieve the step.**





SECTION

B

USING THE TOOL

I. Before Using the Tool

The scope and layout of the Tool is closely aligned to the WSP Manual, it is therefore essential that the WSP concepts described in the Manual are understood before application of the Tool. Furthermore, it is recommended that the following are also considered before its use:

1. Ensure that management is supportive and has allowed resources to be freed up for the duration of the assessment exercise.
2. For self assessment purposes, gather together the team that is responsible for overseeing WSP implementation including external expertise, representatives of external stakeholders and other bodies. A team based assessment approach is recommended to ensure that the scores reflect a balanced opinion. However, it is recognized that not all members of the WSP team may be needed to complete each table and it may help to identify only the relevant members to evaluate each table of the Tool if there is a time constraint. Therefore, drawing up a schedule or agenda will assist with efficiency. Additionally, for some questions, other individuals who are not part of the WSP team but influence the WSP process may need to assist the team but only if this is a role they have already undertaken as part of the WSP development.
3. Identify and gather the necessary resources to complete the evaluation. This includes having copies available of the WSP Manual and the Tool. It is also recommended that an assessment coordinator and rapporteur(s) are designated. The coordinator would be responsible for leading the above prerequisite activities as well as facilitating discussions as the Tool is being applied. Rapporteur(s) would be responsible for filling in the Tool during the assessment period.

Note that resourcing for each assessment will depend on the extent and complexity of the water supply system or systems being covered and the depth of assessment required. It is anticipated that the Tool should not take more than a day to complete. It could take less time (i.e. a few hours) if the WSP team is very familiar with the WSP process and as the team becomes more familiar with the Tool. Conversely, it could well take longer if the supplier has several water supply systems and until the WSP team has become more experienced in its use.

It is not necessary for the WSP team filling out the Tool to go through the supporting information (in the form of records, diagrams, documents, electronic databases, etc.) if they can answer the questions without them. However, the information should be available or easily accessible and the team may wish to refer to this information, especially when the team cannot easily answer a question or agree upon an answer.

2. Starting the Application

The WSP QA Tool is a Microsoft® Excel-based Tool. It is compatible with the 2003, 2007 and 2010 versions of Excel. If the Tool is obtained on the web or from the CD-ROM, it must be saved as an Excel file first. If it is opened directly from the web or the CD-ROM, not all of the features within the Tool will work correctly.

Macros

This Tool contains macros which must be enabled in order for the Tool to function correctly. Therefore, when you open the Tool, please enable macros when prompted. If macros are disabled, a warning note will appear on the Menu page (in red) of the Tool and/or you will receive a security warning near the top of the page.

If you see the Security Warning:

1. Select 'Always trust macros from this publisher' and 'Enable Macros'.
2. OR select 'Options' and then 'Trust all documents from this publisher' and 'OK'.
3. OR select 'Enable this content'. Then click 'Yes' when asked, 'Do you want to make this file a trusted document'.

If you see the warning note or the macros are disabled and there is no security warning, follow the relevant directions for Excel 2003, 2007 or 2010, respectively.

To enable macros when using Excel 2003 version:

1. Go to the Menu Bar and select 'Tools'.
2. Move the cursor over 'Macro' and select 'Security'.
3. From the options, select 'Medium' and then select 'OK'.
4. Close the file and re-open it. There is no need to save the file prior to closing when prompted. When you open the file, you will receive a security warning. Select 'Always trust macros from this publisher' and 'Enable Macros'. This will allow all the features of the Tool to be fully active.

To enable macros when using Excel 2007 version:

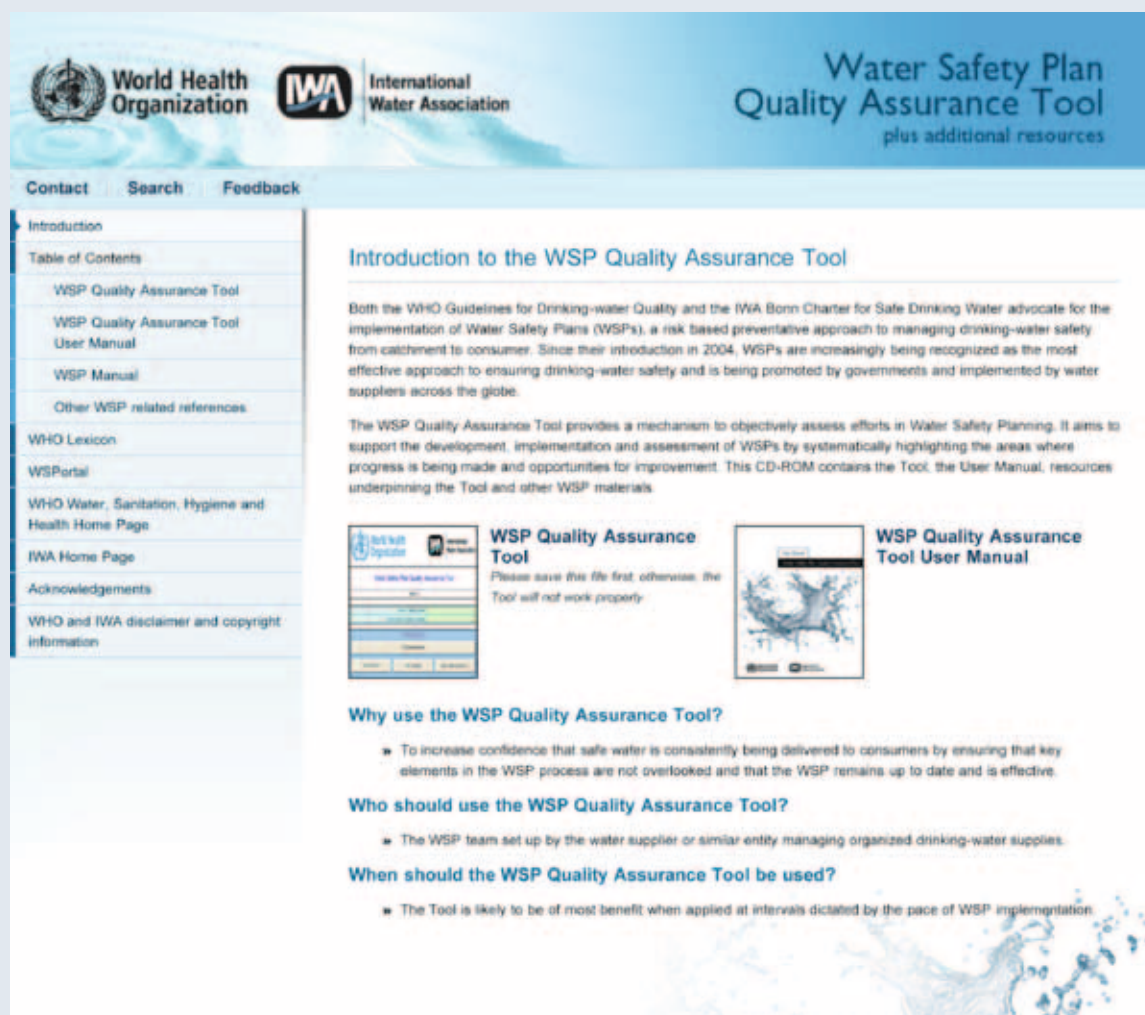
1. Go to the top left corner and select the Round Office button.
2. Select 'Excel Options' near the bottom right corner.
3. Select 'Trust Center' and then 'Trust Center Settings'.
4. Select 'Message Bar' and from the options, select 'Show the Message Bar in all applications when content has been blocked'.
5. Select 'Macro Settings' and from the options, select 'Disable all macros with notification'.
6. Click 'OK' twice.
7. Close the file and re-open it. There is no need to save the file prior to closing when prompted. When you open the file, you will receive a security warning. Select 'Options', then 'Trust all documents from this publisher' and 'OK'. This will allow all the features of the Tool to be fully active.

To enable macros when using Excel 2010 version:

1. Go to the top left corner and select 'File'.
2. Select 'Options'.
3. Select 'Trust Center' and then 'Trust Center Settings'.
4. Select 'Message Bar' and from the options, select 'Show the Message Bar in all applications when active content, such as ActiveX controls and macros, has been blocked'.
5. Select 'Macro Settings' and from the options, select 'Disable all macros with notification'.
6. Click 'OK' twice.
7. Select 'Enable this content' (within the Home tab). Then click 'Yes' when asked, 'Do you want to make this file a trusted document'. This will allow all the features of the Tool to be fully active.

For help, please contact wspqatool@who.int.

Fig. 2 - CD-ROM Main Page





3. Menu Page

The Tool is available in English, French, Japanese, Lao, Spanish and Vietnamese. You can select which language you would like to work in by clicking on Set Language.

In the applicable cells, please enter the name of the water supplier and the country where the water supplier is located.

It is highly recommended that the information within the About the Tool section is reviewed prior to the WSP assessment. You can go to these two sections (About the Tool and Enter Assessment) by clicking on the relevant button near the center of the Menu page or selecting the relevant tab near the bottom of the page. The last section of the Tool, the Assessment Results page, can be accessed by clicking on Show Other Options, followed by View Assessment Results. Alternatively, you can select the fourth tab near the bottom of the page.

Fig. 3 - Tool Homepage

 World Health Organization		 International Water Association	
Water Safety Plan Quality Assurance Tool			
Version 1.2			
Name of water supplier:			
Country water supplier is located:			
Using the Tool			
Enter Assessment			
About the Tool	Set Language	Show Other Options >>	

4. Enter Assessment Page

At the top of the screen you will see the twelve tables listed (see field 1 in figure 4). Each table can be viewed once selected and accordingly, can be updated with your assessment information (see field 2 in figure 4).

Scoring

As noted in the WSP Manual, there is no one way to undertake the WSP approach. Therefore, the questions specific to WSP development and implementation in tables three to twelve do not specify how a water supplier should operate. The WSP Manual should be referred to for examples on some practices that have been found effective for some water suppliers. It is important that all questions are reviewed even though that particular action has not yet been started. Additionally, in line with the WSP Manual approach, the questions are in sequence and a previous step may need to be completed before the next step can also be completed. An obvious example of this is that risk assessment cannot be marked as fully completed until hazard identification and control identification and validation have been fully completed.

Responses to the questions in tables three to twelve are generally in a drop down list format with a zero to four grading scale. **It is important that a water supplier's responses are an honest and self-critical appraisal of the progress it has made.**

- A score of zero should be given to steps that have not been started;
- One point should be given to steps which have just started;
- Two points should be given to steps that have been partially completed and documented;
- Three points should be given where the step has been substantially completed and documented; and
- Four points should be given where the step has been fully completed and documented and evidence of this is readily available.

Guidance is given for each question on what would merit a score of four points. 'Not started' and 'just started' should be self explanatory but it will be for the water supplier to decide if a score of two points or three points is merited. In some cases, these general definitions do not apply and therefore, more specific guidance has been provided for those questions. Additionally, where applicable, some questions also have a 'not applicable' (NA) rating in addition to scores.

SECTION B USING THE TOOL

A cumulative total for each table is given at the bottom of the table (see field 3 in figure 4). However, **it is not the intention to put too much emphasis on the exact scores obtained.** In fact, it is unlikely that many questions will merit four points until WSP implementation has been in place for some time. Even in these cases, there should generally be room for improvement and therefore, it is likely that the top score will not be achieved for all questions. If the total scores are very high, the water supplier may find it helpful to arrange for an independent external evaluation with the Tool. Furthermore, **as water safety planning is an iterative process, obtaining top scores is not an end in itself and it's imperative that the WSP is continually reviewed and assessed to ensure that the WSP remains up to date and effective.**

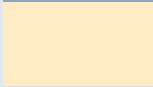
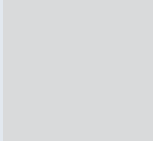
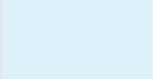


Tailoring the Tool

The Tool can be adapted to suit your particular needs; in particular, new questions can be added to the Tool by use of the 'Create a New Question' button (see field 4 in figure 4). There are two types of questions that can be generated; one is a 'general' question, which is not scored and the other is an 'assessment' type question, which will be added to your cumulative score for that table. For assessment type questions created in tables three to twelve, the scoring is restricted to zero to four for consistency with the rest of the tables. The definitions for these scores should be placed in the comment fields and the scoring for these new questions will be accounted for in a row below the total score. Any guidance that is needed for these questions should also be entered in the comment fields. To differentiate between these new questions and the existing questions within the Tool, the text of the new questions will be listed in a different colored font.

Quantitative questions

The response to some questions is in the form of outputs, for example number of stakeholders identified, number of hazardous events identified and number of operational tests carried out. **These questions are optional and are not scored.** However, the information provided will help the water supplier to further measure its progress with WSP implementation over time since it allows for the assessment of various parameters and should be a means of demonstrating improvements linked to WSP implementation such as an increase in the number of controls validated, a reduction in the number of incidents and fewer quality results outside of operational limits. Also, this will enable senior management or an external assessor to gain insight into the magnitude and complexity of each WSP.

Within Tables 1-12, the WSP QA Tool uses the following colors to distinguish the different types of information

	Light orange cells indicate fields that need to be filled in based on the question in the cell to the left.
	Light grey cells should be used to enter comments. You may wish to use this space to explain why a particular answer has been given or to act as an aide memoire for the next time the assessment is completed. It may additionally be helpful to include the details of the persons entering comments in case any questions arise in the future.
	Light blue cells include calculations based on the answers provided in the light orange cells. The information in these cells cannot be changed.
	Dark grey cells indicate that an assessment for that particular question is not needed. The question is currently not applicable based on answers provided in previous, dependent questions. To obtain maximum benefit from the Tool, it is suggested that these questions are also reviewed.
	Red cells indicate that the assessment conflicts with an answer provided in previous, dependent questions. Please read the associated comment and update your assessment accordingly.

Comment fields

It is important that full use is made of the comment fields (see field 7 in figure 4) when answering the questions in the Tool. These can be used to justify a score when the water supplier is not completely sure of which score to award,

to explain a supplier's interpretation of a question where it is unsure of the meaning or terminology, to explain why a question has not been completed, to document the evidence used to justify a score, etc. This will enable the comments to act as an aide memoire for the next time the Tool is completed.

The comment fields should also be utilized when a score, of 'partially completed' or 'substantially completed' is entered. These scores are more subjective and the comments can facilitate consistency in the scoring approach during future assessments.

Guidance and references

Further details on each step listed in the Tool can be found in the WSP Manual and other references. To ease use of the Tool, some guidance, which is located in the pop-up note that accompanies each question, has also been included. These guidance notes can be moved (to the side, upper right hand corner, etc.) so that they will not be in the way of the questions and assessment columns. Information in these pop up notes may include:

- Further explanation of the question;
- Definitions of terms;
- Rationale for the importance of each step;
- Some details of the WSP step; and
- References to where further information can be found, including the location within the WSP Manual (second tab within the pop-up note).

Therefore, **it is important that the accompanying guidance is read to fully understand and in answering each question.** Often these accompanying notes will contain further details that should be considered in assessment against a WSP step.

Fig. 4 – Overview of Fields in Enter Assessment Section of Tool

The screenshot shows the 'Enter Assessment' section of the tool. At the top, there are buttons for 'Main Menu', 'View Results', and 'Print'. A dropdown menu is open, showing a list of tables to select from, including 'Table 3: WSP Team'. Below this, the 'Table 3: WSP Team' assessment table is displayed. The table has columns for 'ID', 'Question', 'Assessment', and 'Rationale/Comments'. The 'Assessment' column has a 'Create new' button. Below the table, there is a 'Total score for Table 3' row. At the bottom, there is a 'Create a new question' button. Callouts identify the following fields:

- Field 1:** Select table to complete (points to the table selection dropdown)
- Field 2:** Insert assessment response (points to the 'Assessment' column)
- Field 3:** Cumulative score for table (points to the 'Total score for Table 3' row)
- Field 4:** Add a new question (points to the 'Create a new question' button)
- Field 5:** Start new assessment (points to the 'Print' button)
- Field 6:** View summary tables and graphs (points to the 'View Results' button)
- Field 7:** Insert comments (points to the 'Rationale/Comments' column)

Saving and updating

Whilst using the Tool it is highly recommended that you save at regular intervals. If the Tool is obtained from the CD-ROM, the Excel file should be saved on your hard drive and not on the CD-ROM.

The Tool will be of most benefit when used periodically over time to track progress, improvements and areas of concern. You can create a new assessment for each table by clicking on the 'Create New' button under the Assessment heading (see field 5 in figure 4). This feature enables the user to conduct assessments and compare performance over time and also compare performance between different water supply systems over a similar time period. In the latter case, the tables that are general to the water supplier (one, three, ten and eleven) only need to be assessed once. However, in order to compare these systems in the summaries, it is advised that each table is still filled out by copying the answer from the first assessment.

5. Summary Tables and Graphs

Once you have finished completing the assessment, you can click on the View Results button (see field 6 in figure 4), where automatically generated summary tables and graphs for your assessment are included. These summary tables and graphs will assist the water supplier in easily identifying where efforts should be targeted and where progress has been made. The WSP team may also find these results a useful resource when communicating to senior management; for example, to indicate where further resources are needed and to demonstrate that progress with water safety planning is being made.

The summary tables display the information included in tables one to twelve in a numerical format. This includes the answers provided for both the scoring and quantitative type questions. These tables have been organized by general information (derived from tables one to two), by WSP step (derived from tables three to twelve) and by water supply component (derived from tables five to eight, ten and twelve). For the latter two summaries, the tables also include information on the number of questions within each summary, the total possible points as well as the actual scores achieved. In some cases, the total possible points in the 'total possible points' column may differ from the total possible points in the 'score' column. This would only occur if NA is scored for any questions, since this score is not accounted for in the final scores. Furthermore, these summaries do not reflect the additional questions and corresponding scores that may be added by the water supplier.

The summary graphs display the scoring type information included in tables three to twelve in a chart format where the results can be viewed by WSP step and by water supply component. The user may wish to refer to the summary tables for further details on how these graphs were derived.

Example summary tables and graphs

Table 5 - Hazard identification and Risk assessment				
Table	No. of questions	Total possible points	Score (% Implemented)	Score (% Implemented) (6 months later)
Stakeholder identification	2	32	16/32 (50.00%)	19/32 (59.38%)
Hazard identification	3	48	29/48 (60.42%)	30/48 (62.50%)
Risk assessment	2	20	6/20 (30.00%)	7/20 (35.00%)
Total	7	100	51/100 (51.00%)	56/100 (56.00%)

Table 9 - Verification

Table	No. of questions	Total possible points	Score (% Implemented)	Score (% Implemented) (6 months later)
Verification monitoring	5	20	5/20 (25.00%)	7/20 (35.00%)
Auditing	2	8	3/8 (37.50%)	4/8 (50.00%)
Consumer complaints	1	4	3/4 (75.00%)	3/4 (75.00%)
Total	8	32	11/32 (34.38%)	14/32 (43.75%)

Overall progress with WSPs (Tables 3-12)

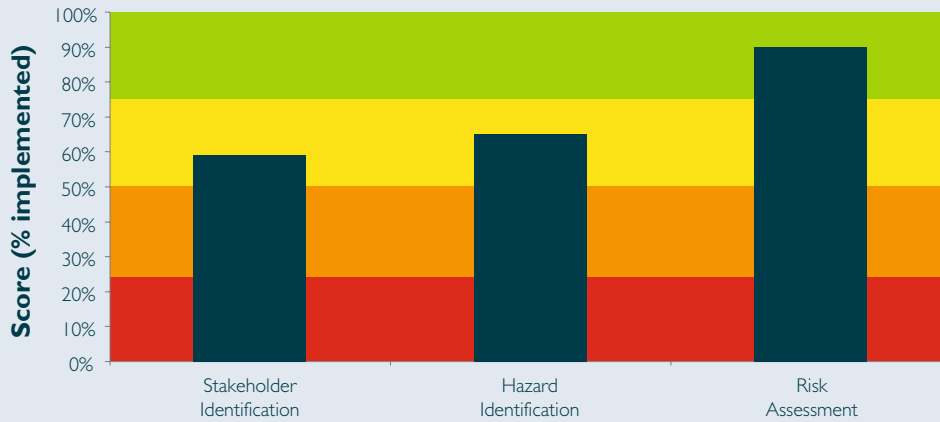
Table	No. of questions	Total possible points	Score (% Implemented)
Table 3 - WSP team	5	20	0/20 (0%)
Table 4 - System description	2	8	0/8 (0%)
Table 5 - Hazard identification and risk assessment	7	100	0/100 (0%)
Table 6 - Control measures and validation	5	68	0/68 (0%)
Table 7 - Improvement plan	3	48	0/48(0%)
Table 8 - Operational monitoring	4	64	0/64 (0%)
Table 9 - Verification	8	32	0/32 (0%)
Table 10 - Management procedures	3	36	0/36 (0%)
Table 11 - Supporting programmes	2	8	0/8 (0%)
Table 12 - Review of the WSP	5	56	0/56 (0%)
Total	44	440	0/440 (0%)

Catchment

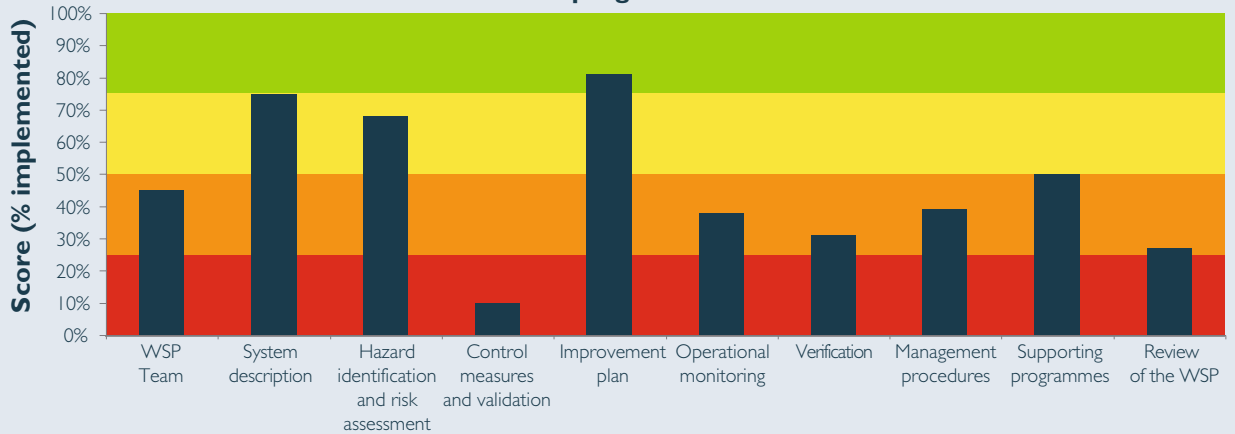
Table	No. of questions	Total possible points	Score (% Implemented)	Score (% Implemented) (6 months later)
Table 5 - Stakeholder identification	2	8	3/8 (37.50%)	4/8 (50.00%)
Table 5 - Hazard identification	3	12	9/12 (75.00%)	10/12 (83.33%)
Table 5 - Risk assessment	1	4	3/4 (75.00%)	3/4 (75.00%)
Table 6 - Control measures and validation	4	16	6/16 (37.50%)	9/16 (56.25%)
Table 7 - Improvement plan	3	12	0/12 (0.00%)	3/12 (25.00%)
Table 8 - Operational monitoring	4	16	6/16 (37.50%)	9/16 (56.25%)
Table 10 - Management procedures	2	8	2/8 (25.00%)	4/8 (50.00%)
Table 12 - Review of the WSP	3	12	6/12 (50.00%)	6/12 (50.00%)
Total	22	88	35/88 (39.77%)	52/88 (59.09%)

SECTION B USING THE TOOL

Hazard Identification and Risk Assessment



Overall progress with WSPs



[Exporting assessment reports](#)

The reports can be generated in both Microsoft® Word and PowerPoint format. The results can also be exported into a separate Excel file. Unlike the reports within the Tool, the data within the exported Excel file can be reformatted and therefore, customized to meet individual water supplier needs. The user may also wish to generate the results in Word so that comments can be entered easily below each summary table or graph. Lastly, the export to PowerPoint feature allows the water supplier to kick-start development of a presentation, if that is desired.

SECTION

C

CASE STUDY FOR USING THE TOOL

During the piloting stage of the Tool, a number of water suppliers tested its usability and usefulness. The feedback from this piloting was used by the developers to refine and improve the Tool. The piloting was also useful to understand how the Tool was being used by WSP teams. The case study below provided by the National Water and Sewerage Corporation (NWSC) of Uganda may assist WSP teams on how the Tool can be applied.

1. Preparation

- Invited all the WSP team members, section heads and some operational staff of Kampala and Entebbe Areas
- Support documents/information obtained from NWSC Library

2. The Self Assessment Exercise

- The 1-day self assessment workshop involved 28 participants
- Facilitator introduced the Tool and purpose, that it applies at any stage of WSP development and that the assessment should be conducted by a selected team not an individual
- Facilitator displayed the Tool on overhead, systematically went through lay out of the tables
- Rapporteur was selected, reading the questions loudly and members volunteered answers
- Members made calls to colleagues for data, appreciated the purpose of the Tool (identify gaps, assess progress), exercise became a training session
- Correctness of the answers confirmed with documented reports

3. Observations

- The guidance information very handy in case of misunderstanding of the questions
- Bigger branch (Kampala Water) needed more time to complete the assessment than smaller one (Entebbe Area)
- By the end of the exercise, members appreciated the Tool and the systematic WSP development process, agreed to do the assessment periodically

ESSENTIAL RESOURCES

Bartram J, Corrales L, Davison A, Deere D, Drury D, Gordon B, Howard G, Rinehold A, Stevens M. Water safety plan manual: step-by-step risk management for drinking-water suppliers. World Health Organization. Geneva, 2009.
www.wspportal.org/wspmanual
http://www.who.int/water_sanitation_health/publication_9789241562638/en/index.html

WHO Lexicon
<http://apps.who.int/thelexicon/entry.php>

WHO. *Guidelines for drinking-water quality*, 4th ed. Geneva, World Health Organization, 2011.
http://www.who.int/water_sanitation_health/dwq/guidelines/en/index.html

Water Safety Portal
www.wspportal.org

CONTACT US

Please send an e-mail to wspqatool@who.int with any questions or comments you may have.

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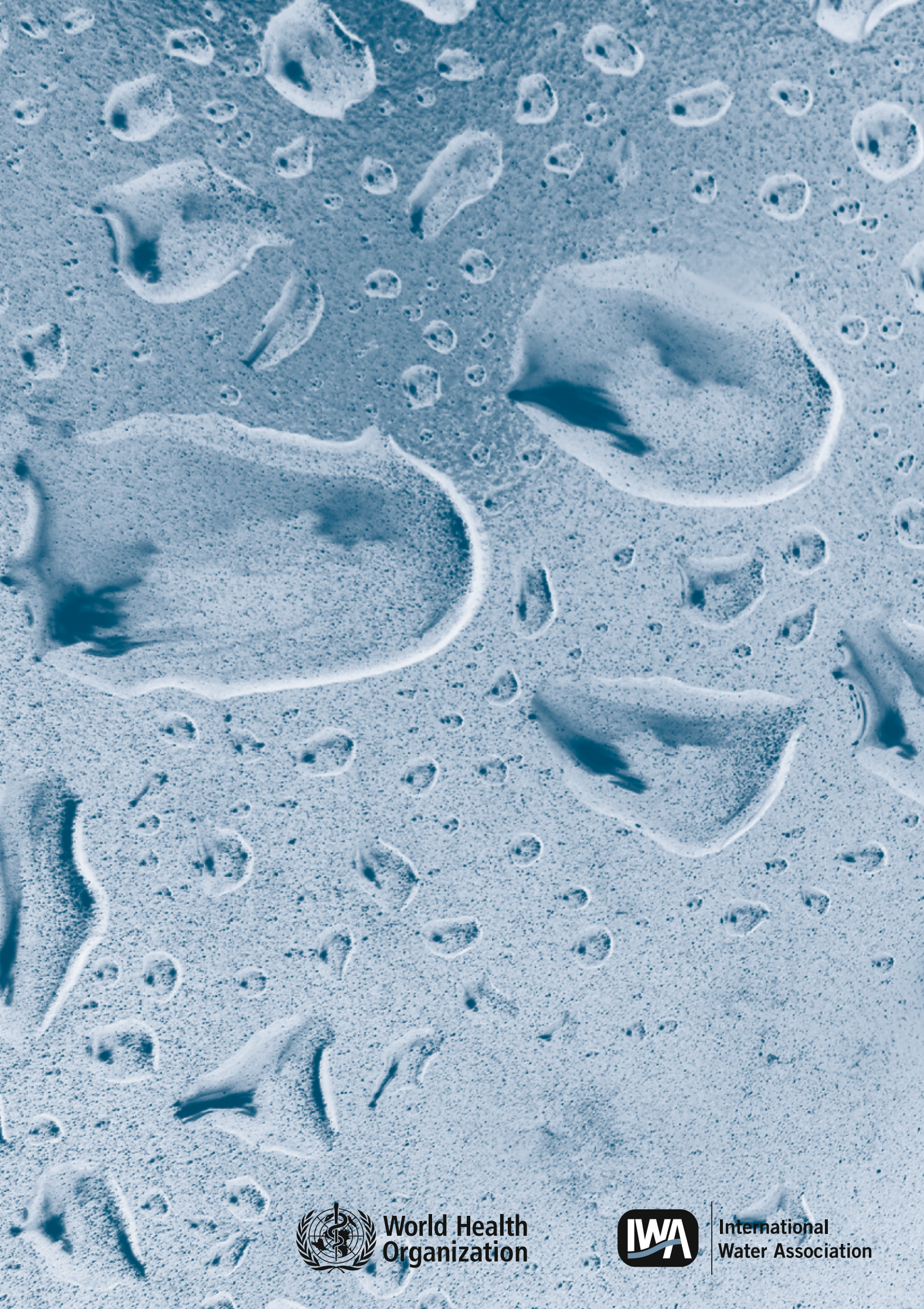
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