

PAWS

PERFORMANCE ACHIEVEMENT WORKSHOP SERIES



PAWS offers significant and sustained operational, technical and financial support to water utilities that serve more than 22 million people in 6 countries in Africa: Zimbabwe, Zambia, Malawi, Mozambique, Lesotho and Ghana.



Water utilities in Africa face a complex set of market dynamics and disruptive forces unique to their operating environments. They are challenged on multiple fronts to increase production and efficiency while reducing costs.

With the backing of PAWS, participants can leverage our roster specialists' expertise and personalized guidance to help them make smarter, better informed decisions to improve their operations in the areas they need it most.

PAWS Features and Framework

Performance tracking forms (PTF) function as roadmaps to help utilities rapidly review their operational landscape and pinpoint areas where proven solutions can address challenges and problems.

Workshops help assess high-level capabilities and opportunities for improvement, identifying drivers short-term, mid-range and long-term goals.

Partners develop a systematic approach to defining the overall goals, priorities and journey for successful implementation of change initiatives.

Continuous Process Improvement

PAWS allows partner utilities to set clear goals and leverage its guided workshop setting by building a customized roadmap for desired outcomes and execute them against their specific needs - which could be a performance improvement plan (PIP) for one utility or implementation of the AguaRating benchmarking tool for another.

Our expert PAWS workshop team uses real-world experience and on-the-ground feedback from partners to help them overcome common - as well as unusual - challenges related to operational improvement and transformation.

PAWS' commitment to the success of utilities' transformation extends far beyond the workshop setting.

ROCKBlue encourages its partners to commit to making improvements between workshops, which are held every 4 months. This is done through monthly check-ins, reporting calls in which partners share quick win results with utility peers.

This regular engagement helps accelerate and sustain continuous improvement, problem-solving and accountability to drive greater productivity and efficiency, while lowering costs and increasing profitability - allowing them to better serve their customers and communities.

A ROCKBLUE STORY OF IMPACT

ROCKBlue's PAWS initiative is an outgrowth of our long-term commitment to ensuring our partners have long-term support to best serve their communities. In Malawi, a water-challenged country in Southern Africa, we've been there on the ground to help through everything from operational struggles to COVID-19 to natural disasters.

[Read our partner in Malawi's story](#)



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