Report of the 8th meeting held in Tokyo, Japan

The 8th meeting was held in Tokyo from October 27th to 29th, 2015. The meeting theme is “Human Resources Development”, which is grass roots of our network. There were active exchanges of opinions. Also, A1-HRD membership policy being established, we expect further development of A1-HRD in the future.

[Participating Organizations]

Korea
- Korea Water Resources Corporation (K-water)
- The office of Waterworks, Seoul Metropolitan Government

Taiwan
- Taiwan Water Corporation (TWC)

Thailand
- Metropolitan Waterworks Authority (MWA)

Mongolia
- Housing and Public Utilities Authority of Ulaanbaatar City ★ Observer
- Water Services Regulatory Commission of Mongolia (WSRC) ★ Observer

Japan
- Bureau of Waterworks, Tokyo Metropolitan Government
  (In Alphabetical Order)

[Presentations]

• K-water, KOREA
  “Global HRD Strategy”
  - K-water is enhancing global competitiveness as the smart water management leader.
  - Result in 2014: In-house programs are 345 courses and International & domestic programs are 76 courses.
  - Approx. 2,600 people from 82 countries had attended 206 courses through to 2014.
  - K-water develops total water providers through the Asian Water Education Network Foundation, etc. in preparation for the future.

• Metropolitan Waterworks Authority, Thailand
  “HR Integration: Moving Towards AEC”
  - MWAIT (MWA Waterworks Institute of Thailand) was established in 2014 to provide training services for technicians and engineers of local administrative organizations and municipalities in domestic as well as those from overseas.
  - MWAIT set up three working groups (training, schooling and RDI) aiming to become a leading institute for water supply professionals in the ASEAN area.
MWA promotes HR integration for their staff development and management. Their internal trainer project was shared in the presentation.

**The Office of Waterworks, Seoul Metropolitan Government**

“Extensive Training Programs for Enhancing Citizen’s Satisfaction”
- Customer satisfaction rate in Seoul is still low at 74.3% in 2013 although we have endlessly worked to reach world class quality.
- Extensive training programs including opening the Training Center were initiated to promote ARISU; Always, Reliable, Innovative, Smart, and User-friendly.
- They intend to improve citizen satisfaction and confidence in the service by implementing training combining basic theoretical instruction with lectures on purification, water supply, water quality, construction, billing, and customer satisfaction and field training.

**Taiwan Water Corporation**

“Human Resources Development in TWC”
- Aging staff, M-shaped HR, and limited number of employees are the major weaknesses of TWC’s human resources.
- They promote the renewal of human resources by improving organizational structure, activating human resources, and promoting manpower quality.
- They make annual training plans to improve the quality of human resources. They also implement training for each job level to develop experts in the waterworks business.
- A training institute will be completed in the southern part of Taiwan in 2019 to develop technical training such as GIS.

**Bureau of Waterworks, Tokyo Metropolitan Government**

“Human Resources Development at the Tokyo Waterworks Bureau”
- OJT, Off-JT and self-development are three basic measures for human resources development.
- For the establishment and vitalization of OJT, OJT plans and manuals, knowledge bank, and the Tokyo Waterworks Technical Expert System are leveraged.
- They described efforts for OJT, specifically for civil engineers, electrical/machinery engineers, environmental examiners and forest engineers.
- Efforts for Off-JT (experience-type training facilities) and self-development (support for employees' acquisition of qualifications) are also shared.

**Discussion**

**Hosts for the 9th to 11th Meetings**

The host cities for future Meetings have been decided as shown in the table below.

<table>
<thead>
<tr>
<th>Year</th>
<th>Meeting</th>
<th>Host city</th>
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<tbody>
<tr>
<td>2016</td>
<td>9th</td>
<td>Seoul</td>
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<tr>
<td>2017</td>
<td>10th</td>
<td>Taichung</td>
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<tr>
<td>2018</td>
<td>11th</td>
<td>Tokyo</td>
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Theme of the 9th Meeting
The themes: “HRD to Promote Risk Management,” and “Environment-friendly Water Projects and HRD” have been adopted.

Membership Policy
The secretariat proposed an A1-HRD membership policy aiming at the smooth operation of the meetings. The policy was discussed and established at the meeting.