The efforts of the technology succession and the human resource development concerning the Bureau of Waterworks, Tokyo Metropolitan Government (BWTMG)

Bureau of Waterworks,
Tokyo Metropolitan Government

Introduction
Our mission is to supply high quality tap water to our customers at any time. We need to have our technical skills and expertise succeeded to the next generation, to brush up the capability of our staff, and to implement technological developments related to such diversified needs. Therefore, we have established the Training and Development Center (TDC) in April 2005 for promoting greater efficiency in our business operations and further improvements in customer services.

The present situation and necessity of the technology succession
(1) The great change of waterworks business today
• The expansion of waterworks business outsourcing as revisions of the Water Works Law
• Start of the new business operation system
BWTMG takes charge of the business called the core business. Tokyo Waterworks Service Co., Ltd takes charge of the important business called the semi-core business. Then we have to bring up the business ability of BWTMG staff and the Tokyo Waterworks Service Co., Ltd staff.

(2) The retirement of our experienced staff
The number of staff of BWTMG was about 4,600 in August 2006. The staff born from 1947 to 1949 is beyond 10% of the total staff. They are going to retire within three years from 2007 and within 10 years, about half of the technical staff will retire. A great number of retirees from the technical staff who have supported BWTMG results in the decrease of staff that can guide and educate young staff. How advanced skills and expertise are going to be passed from experienced technical staff to the next generation staff.

The scheme of the technology succession and the human resource development
(1) The study and the implementation of human resources development on the long-term vision

(2) The lecturer appointment by the staff and the visualization of the experience
The lecturer directly teaches the younger staff with his know-how gained through his long experience. Also, TDC prepares to make textbooks which describe the work experience of the lecturer and it makes certain the succession of the technology.

(3) The fullness of the practice field
TDC makes an effort toward the improvement of the technical skill and expertise of the staff by training in the practice-field & facilities (floor: 6,300㎡, field: 4,500㎡)

(4) The contribution to the overseas waterworks
We have received overseas technical trainees and visitors every year by request of JICA, etc.

Conclusions
BWTMG have made a start of the new business operation system. TDC attempt the human resources development which take part in the new business operation actively to improve the technical skill & expertise of Tokyo Waterworks Bureau staff. And BWTMG contribute to the improvement of the technical skill & expertise of the other waterworks staff and contractor using the TDC practice-field & facilities.