
10. BENCHMARKING AND KEY PERFORMANCE INDICATORS

Indicators chosen for the 2002 WSDP have been discarded in the interest of aligning the chosen set to (1) mandatory indicators in DWAF's National Framework, (2) the City's Key Performance Indicators in the IDP and (3) the Department's Business Plan and new Balanced-Scorecard Performance Indicators. Although Scorecards exist for each departmental manager, an important driver for the service is that of the Director as shown in Table 9.6 ([GOTO Table 9.6](#)).

The previous set of indicators measured during 2004 can be found in the 2004 WSDP Review: [GOTO 1.2 Web](#) or [GOTO 1.2](#)

Recent initiatives from (4) the City Water Manager's Forum (CWMF) as well as (5) the Water Research Commission are also being taken into account in order to rationalise on the measurement systems required. SALGA (6) has launched a national Municipal standard which will include all of the indicators from (1) along with a selection of others.

Once the set of indicators have been fixed, measurement systems need to be put in place to measure the values on an ongoing basis. This work is being planned for 2006.