

**Lesson Plan 6: Achieving O&M Objectives****1 hour****Lesson Description**

In this lesson, participants will practice re-focusing operation and maintenance problems into positive and achievable objectives. In groups, they will explore these different objectives and create strategies for how to achieve them.

**Learning Outcomes**

At the end of this session participants will be able to:

1. List common objectives for operation and maintenance
2. Prioritize different operation and maintenance objectives
3. Create strategies for achieving priority objectives

**Materials**

- Flip chart paper
- Markers or chalk
- Tape

**Preparation**

- Read and prepare the lesson plan
- Prepare 3-4 blank pieces of flip chart paper and markers

**Introduction****5 minutes**

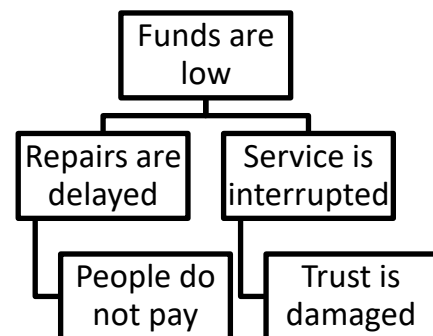
1. Ask the participants: "Suppose in the early morning you woke up and went to wash your face, but no water came out of the tap. How would you react and what would you do to resolve the issue?"
2. Discuss their ideas as a large group.
3. Present the learning outcomes or lesson description.

**Turning Problems into Objectives****15 minutes**

1. Tell the participants that in the past two sessions they have explored challenges about operating and maintaining water supply schemes, and explain this session will expand on those problem-solving skills by re-focusing on how to achieve objectives.

2. Ask the participants: “When we say something is a problem, what do we mean?” *A problem is something that causes difficulty for people. They will think of ways to deal with or address it.*
3. Discuss and summarize their ideas.
4. Explain that over time, in the normal operation and maintenance of water supply schemes, problems will arise.
5. Ask the participants: “What happens if we do not respond effectively to these problems?” *A simple problem can compound to become a more significant problem if it is not dealt with in time. Users will become frustrated or stop using the system, people will stop paying, things will break, and the scheme may fail.*

6. To demonstrate, display or draw the following or a similar problem tree:



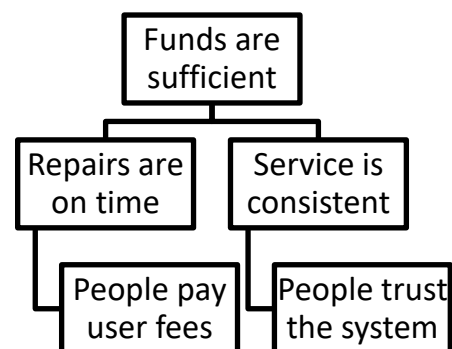
7. Ask the participants: “What is the end result of this problem tree? – *Funds will continue to be low, or funds will be even lower and quality of service will deteriorate over time.*

8. Explain that with correct operation and maintenance, problems can be spotted in advance, or addressed while they are small. In this way, they can prevent small problems from becoming big problems.

9. Ask the participants to look at the problem tree, and change the negative problems into positive statements starting with “Funds are low” = “Funds are sufficient.”

10. Complete the new “objective tree” with them. It should look similar to the following:

11. Ask the participants: “What will be the final result of this situation?” – *Users will use the system, pay their fees, and the scheme will be more sustainable over time.*




12. Tell the participants they are going to practice turning problems into positive objectives, and think about how they can achieve them.

### Achieving O&M Objectives

30 minutes



1. Ask participants: “What is the main objective of this training session and for a user committee managing a water supply scheme? – *The main objective is improved operation and maintenance, and sustainable management of the water supply scheme.*
2. Summarize their ideas and write a summarized description on flip chart paper or the board. *“Improved operation and maintenance, and sustainable water supply.”*
3. Tell the participants that to meet their main objective, there are smaller objectives they should focus on achieving. Success in this will help them reach their ultimate goal.

4. Tell the participants you want to brainstorm a list of different objectives they should try to achieve which will help them reach their final goal. Based on this list, they will prioritize the most important, and discuss in groups strategies for achieving them.
5. Ask the participants for objectives that will result in improved operation and maintenance. As they volunteer ideas, write the list down on flip chart paper. You may need to help them by providing a few suggestions from the following list. You can also refer to the “objective tree” in the previous activity.
6. Sample objectives to achieve improved operation and maintenance:
  - a. *Repairs are on time*
  - b. *Financial system is clearly developed*
  - c. *Tariff calculation covers all O&M costs*
  - d. *Community funds are sufficient*
  - e. *Community members understand benefits of using the system*
  - f. *Materials and supplies are well-stocked*
  - g. *Payments are made on time*
  - h. *Inspections of system are carried out regularly*
7. After the group creates a complete list, ask them to prioritize 3-4 that they think are the most important. People can come up to the list and put a mark beside the ones they feel are most important to achieve.
8. Tally up the votes and decide on which objectives have received the most votes. Based on those, divide participants into groups and give each group one objective.
9. Tell them as a group, to discuss strategies for how they would achieve this objective. What actions or activities can they do to help them meet this objective?
-  10. Give each group a piece of flip chart paper, and markers. Have them write their objective on the top of the page, and then list the strategies they think will help them achieve that objective. Tell them they have 5-10 minutes to discuss and come up with strategies. They should try to be as specific and detailed as possible.
11. Ask each group to present their objective and strategies. Discuss as a large group, and add any other ideas to the lists. Continue until all groups have presented.

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**Review****5 minutes**

1. Ask participants to find a partner.
2. In their pairs ask them to discuss:
  - Which of the objectives they think is easiest to achieve, and which they think will be more difficult to achieve.
  - Why it is important for them to focus on achieving these objectives.