



Wastewater and Solid Waste Management in Provincial Centers

NEWSLETTER

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The '**Wastewater and Solid Waste Management Program**' contributes to improved environmental conditions in, at present, six provincial centers through comprehensive wastewater management, comprising the enhancement of existing waste water collection systems and the construction of new waste water treatment facilities, and/or through improved collection and disposal of domestic solid waste. Capacity development for related municipal/provincial service providers and other relevant institutions assure the sustainable use of the facilities and contributes to improving customer services.

The Vietnamese partner cities/provinces include: Bac Ninh, Hai Duong, Vinh/Nghe An, Can Tho, Tra Vinh and Soc Trang. The German partner institutions include KfW-Development Bank, GTZ-German Technical Cooperation, and DED-German Development Service.

Component: TC Component 2 - Capacity Development Wastewater Management (WWM)

Perspective: Quality Management System

Activity: Training and Implementation of a Quality Management System

Location: Bac Ninh, Hai Duong, Vinh, Can Tho, Soc Trang, Tra Vinh

Date: May 2008 to March 2009

The WWM component supports the six participating urban wastewater companies (WWC) in the development of proper procedures for operation and maintenance (O&M) of assets as well as customer and community related activities.

With the new wastewater treatment facilities financed by the German ODA program the tasks of the WWCs are becoming more versatile and demanding; hence, organization, structure and processes have to be adjusted accordingly. A Quality Management System (QMS) is a system used in larger companies to control processes and to achieve customer satisfaction.

The WWM advisory group has proposed a QMS to the companies, which is easier to implement than the QMS ISO 9001 and is more adequate for the current situation of the companies. The QMS proposed consists of the following main components:

Responsible Person for the QMS (Quality Management Representative)



- Quality Policy
- Quality Manual
- Identified Processes
- Documented Processes in Procedures
- Document Control Procedure
- Monitoring and measurements
- Records
- Data Evaluation and Corrective Action
- Preventive Action
- Internal Audit
- Management Review

In a first step, this QMS was introduced to the companies in workshops to raise awareness on quality management issues. The workshops were followed by formal trainings for the middle and higher management in all companies, in order to enhance the knowledge on QMS and to define the document control system.

Templates were developed by the project

for the quality policy, quality manual, and document control procedure.

In a next step all documents developed in the companies will be registered in the document control system. The implementation of the procedures will be monitored by WWM advisors to ensure that the developed procedures are correctly implemented.

At the end of the current phase of the TC component selected employees of the companies will be trained to conduct their own internal audit. The internal audit is a very important control mechanism to control the implementation of the QMS within the companies by themselves.