

**ESTABLISHING PERFORMANCE INDICATORS FOR WATER
SUPPLY SERVICES**

By

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Report is submitted as
the requirement for the degree of
Bachelor Engineering (Hons) (Civil)

**UNIVERSITI TEKNOLOGI MARA
MARCH 2005**

ABSTRACT

Most of the Earth's water is in the oceans. The largest volumes of freshwater are stored underground as groundwater, accounting for about 6% of the total. Only a tiny fraction 1% is present as fresh surface water in lakes, streams and rivers. But it is this proportion which is so important for many of our terrestrial ecosystems, including humans.

The quality of this fresh water is vitally important. We depend on surface and groundwater sources for our drinking water. We also need water to generate energy, to grow our crops, to harvest fish, to run machinery, to carry wastes, to enhance the landscape and for a great deal more. We use water for washing and cleaning, industrial abstraction, recreation, cooking, gardening and angling, as well as simply to enjoy it. Water is also vital as a habitat for both freshwater and marine plants and animals.


The Malaysian water industry has shown substantial progress as the nation accelerates towards becoming an industrialized country. Intensive efforts have been made in the past years to meet the ever increasing domestic and industrial water demand and address various water related issues. Several measures are also in place to face future challenges and to synchronize the water sector's growth to keep in step with the country's overall industrialization process.

Present day water supply utilities manage services and systems in an increasingly demanding and complex way. For this reason, it is important to take part and give support with the best available tools in order to deliver the services with efficient and effective performance indicators (PIs).

These studies investigate the extent of PIs usage in the water supply industry in Malaysia. The purpose of these investigate is to compare PIs for water supply industry used in Malaysia focusing on operational system with International Water Association (IWA) and Malaysian Water Association (MWA) which found in literature. Finally, at the end of this study, it shows the resulting of successful aims establishment of key PIs focusing on operational system for management, regulating purposes and benchmarking.

DECLARATION BY THE CANDIDATE

I (Juhaiza Binti Johari, 2002329674) confirm that the work is my own and that appropriate credit has been given where references has been made to the work of others.

 10.4.2005

ACKNOWLEDGEMENT

In the name of Allah S.W.T, most gracious and most merciful and praise to Prophet Muhammad S.A.W and his companions. I would like to express my deepest and sincere gratitude to all who have helped me throughout completing this report of KJC 537.

My first and foremost gratitude goes to my Supervisor, Assoc. Prof Dr Ir Hj. Suhaimi b. Abdul Talib for his valuable guidance and patience that enable me to complete my report. I also would like to express my highest appreciation to those who helped me and spent a little bit time in interview session and answering questionnaires; En. Mohd Ashri bin Awang (Senior Manager Operations and Maintenance - Air Kelantan Sdn. Bhd., Kelantan), En. Mohd Ghazali bin Ibrahim (Head Production Department - SAJ Holdings Sdn. Bhd., Johor), En. Tajuddin Harun (Production Engineer of Water Supply Division - JKR Kedah), En. Y.M. Che Ku Salim (Senior Manager – SATU Sdn. Bhd., Terengganu) En Darit (Production manager – SYABAS Sdn. Bhd., Selangor) and his assistant En. Yazid.

And also not forgotten to deliver my sincere gratitude to my beloved parents for their encouragement, motivation and support during my study in UiTM. Last but not least, to entire of my friends, I really appreciate their help and support and will remember it forever, Insya-Allah.

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