



Understanding ISO 22301:2012

Activities relating to drinking water and wastewater services
— Guidelines for the assessment and for the improvement of
the service to users

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Introduction

ISO 24510:2007 specifies the elements of drinking water and wastewater services of relevance and interest to users. It also provides guidance on identifying user needs and expectations, and assessing if they are met.

ISO 24510 was prepared by Technical Committee **ISO/TC 224**, Service activities relating to drinking water supply systems and wastewater systems - Quality criteria of the service and performance indicators. **ISO 24510** is one of a series of standards addressing water services.

The full series consists of the following International Standards:

- ◆ **ISO 24510**, Activities relating to drinking water and wastewater services — Guidelines for the assessment and for the improvement of the service to users.
- ◆ **ISO 24511**, Activities relating to drinking water and wastewater services — Guidelines for the management of wastewater utilities and for the assessment of wastewater services.
- ◆ **ISO 24512**, Activities relating to drinking water and wastewater services — Guidelines for the management of drinking water utilities and for the assessment of drinking water services.

In addition to public health protection, prudent management of drinking water and waste water utilities is an essential element of integrated water resources management. When applied to these utilities, the management practices will contribute, both quantitatively and qualitatively, to sustainable development. Thorough utility management also contributes to social cohesion and economic development, with the quality and efficiency of water services having huge implications on virtually all activities of society.

As water is considered a “social good” and activities related to water services support the three aspects (economic, social and environmental) of sustainable development: it is logical that the management of water utilities be transparent to and inclusive of all stakeholders.

There is a broad array of types of stakeholders that can play a role in activities related to water services.

Examples of such stakeholders include:

- ◆ governments or public agencies (international, national, regional or local) acting with legal or legislative authority.
- ◆ associations of the utilities themselves (e.g. international, regional/multinational and national drinking water or waste water associations).
- ◆ autonomous bodies seeking to play an overview role (e.g. organizations concerned, such as nongovernmental organizations);
- ◆ users and associations of water users.

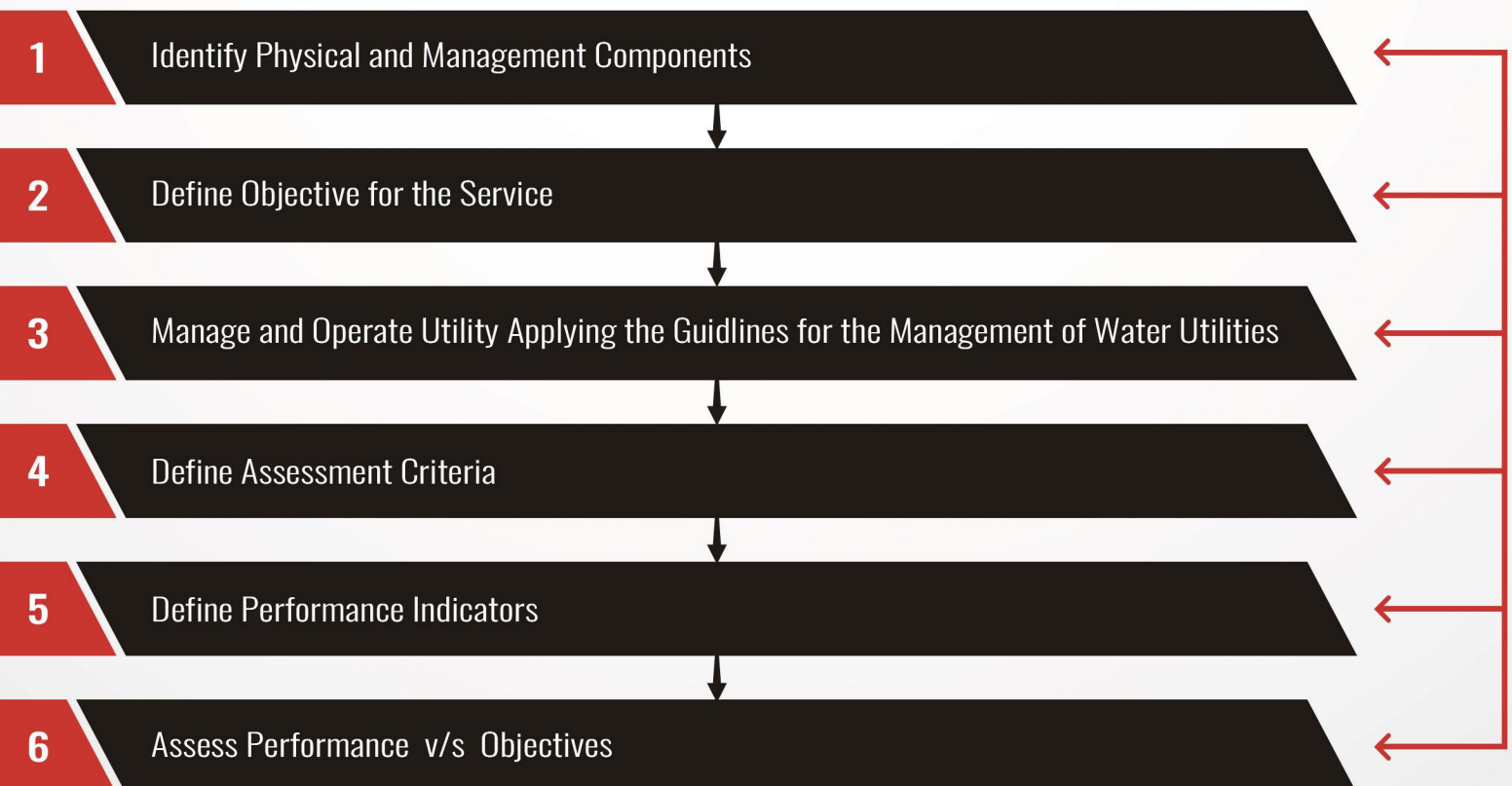
Objective of ISO 24510:2007

The objective of this International Standard is to provide the relevant stakeholders with guidelines for assessing and improving the service to users, and with guidance for managing water utilities, consistent with the goals set by relevant authorities and by international intergovernmental organizations. This International Standard is intended to facilitate dialogue between the stakeholders, enabling them to develop a mutual understanding of the functions and tasks that fall within the scope of water utilities.

ISO 24510:2007 addresses the following topics:

- ◆ a brief description of the components of the service relating to the users.
- ◆ core objectives for the service, with respect to users' needs and expectations.
- ◆ guidelines for satisfying users' needs and expectations.
- ◆ assessment criteria for service to users in accordance with the provided guidelines.
- ◆ examples of performance indicators linked to the assessment criteria that can be used for assessing the performance of the service.

ISO 24510:2007 Process Approach:



Benefits of ISO 24510: 2007

- ◆ It helps in addressing social and economic issues related to water utilities.
- ◆ It helps in meeting the requirements of relevant authorities and the expectations specified by the responsible bodies in conjunction with other stakeholders, while ensuring the long-term sustainability of the service.
- ◆ It provides guiding principle for setting water tariffs, aimed at meeting cost-recovery principles and promoting efficiency in the use of the resources, while striving to maintain affordable basic access to water services.
- ◆ It provides a competitive and financial advantage through improved efficiencies and reduced cost.
- ◆ It encourage better performance of water suppliers by integrating them into the business systems and end users need.

We partner with your organization to achieve ISO 24510: 2007 Certification:

We are a team of highly skilled, qualified and motivated consultants and trainers having vast industrial experience. We partner with organizations across the world to implement and achieve **ISO 24510: 2007** certification. Our consulting approach is highly professional, time bound and effective, resulting in ease of implementation, and adds value to the business processes of the client organization. We provide **ISO 24510: 2007** training, consulting implementation and certification services in more than 40 countries, including India, USA, UK, Saudi Arabia, UAE, Europe & African nations.

Our dedicated approach to your success and a host of comprehensive services are all aimed towards helping your organization achieve **ISO 24510: 2007** certification.

We enable organizations to align themselves for certification by:

- ◆ Systematically examining their operations and processes.
- ◆ Conducting a gap analysis and reviewing existing information and systems.
- ◆ Identifying applicable laws and regulations.
- ◆ Establishing environmental policy and objectives.
- ◆ Identifying activities and respective environmental aspects and impacts.
- ◆ Identifying documentation requirements & developing effective documentation system.
- ◆ Training employees at all the levels on **ISO 24510: 2007**.
- ◆ Assisting in the implementation of **ISO 24510: 2007** in the organization effectively.
- ◆ Providing assistance to successfully conduct an Internal audit.
- ◆ Helping the organization seek certification for **ISO 24510:2007**.

In addition to consulting (online & onsite), we provide the following trainings:

- ◆ **ISO 24510: 2007** Awareness Training
- ◆ **ISO 24510: 2007** Implementation Training
- ◆ **ISO 24510: 2007** Documentation Training
- ◆ **ISO 24510: 2007** Internal auditor training

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