

Technology Watch

Performance summary 2008/09

KPI, milestone or target	Performance
Be involved in business-wide consultation.	✓
Percentage of internal customer feedback on consultation and relevance of research programme positive or neutral.	➡
NWL involved or represented in relevant collaborative research programmes.	✓
Research & technology outputs disseminated and planned or actioned as appropriate.	➡

Performance key

KPI Achieved	✓
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KPI Ongoing	➡
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KPI Not achieved	✗
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Performance targets 2009/10

KPI, milestone or target
Be involved in business-wide consultation.
Percentage of Internal customer feedback on consultation and relevance of research programme positive or neutral.
NWL involved or represented in relevant collaborative research programmes.
Research & technology outputs disseminated and planned or actioned as appropriate.

Be involved in business-wide consultation

Performance 2008/09

KPI Achieved ✓

We've completed extensive consultation regarding our involvement in the UK Water Industry Research (UKWIR) research programme with senior managers and management groups taking part. We have focussed consultation with business stakeholders regarding input into the R & I Alliance, an international research collaboration with water companies in Spain, France and the USA, and worked on the identification of other needs. Other consultation has taken place on a case-by-case basis as the need has arisen e.g. on whether we should support individual research projects proposed by 3rd parties.

Percentage of Internal customer feedback on consultation and relevance of research programme positive or neutral.

Performance 2008/09

KPI Ongoing →

69% of business stakeholders consider that the necessary consultation took place to ensure a relevant research programme. Asset Strategy's annual internal customer feedback showed that out of thirteen departments surveyed, nine gave positive or neutral responses to the statement "Asset Strategy has consulted to ensure we have a relevant R&D programme"

NWL involved or represented in relevant collaborative research programmes.

Performance 2008/09

KPI Achieved ✓

NWL is an active member of the UKWIR collaborative research programme as we are represented on the Board, the research programmes advisory group and with many project steering groups.

We are members of the R+i Alliance whose role is to define, finance and coordinate the execution of research and development programmes of common interest to its members. We are actively involved in selected R+i Alliance priority programmes: energy management, stormwater management, asset management, sludge management, water metering and demand management, and odour management.

We run a programme of research and development linked to UK business operations. This includes the provision of technical solutions for water and waste water management and developing partnerships with academic and research organisations. During the year, the Group invested £1.8 million in research and development.

NWL involved or represented in relevant knowledge networks.

Performance 2008/09

KPI Achieved ✓

Through 2008/09 we were actively involved in 46 of the Water UK focus groups, liaison groups and networks. We participate in technical committees and seminars with colleagues from around the SUEZ Environnement Group focussing on technical areas such as drinking water and health, wastewater and sludge treatment, leakage and metering and water and sewerage networks. We are founder members of industry and academia knowledge networks for drinking water treatment and supply, energy management and odour management. Our employees play a key role in the activities of Environmental Knowledge Transfer Network, which aims to improve the competitiveness of UK environmental industries.

Research & technology outputs disseminated and planned or actioned as appropriate.

Performance 2008/09

KPI Ongoing →

We have created two new Research and Development Coordinator posts to focus on improving the dissemination and implementation of research outputs. We have held workshops with our key internal stakeholders to determine their preferences in this respect. As a result, we are focussing on improving general awareness of research and new technology around the business, relying on the R&D Coordinators and project representatives to develop detailed action plans for implementation.