

SELF ASSESSMENT WORKSHEET

Step 1 - Rating Areas

Assess your Association by rating your current level of achievement for each management area. Consider how effectively your current management efforts support each of the areas, and note that each management area has several dimensions (represented by the bullet points listed for each). Your rating should reflect the dimension with the lowest level of achievement.

Scale from low achievement to high achievement:

- Select **Low** if your Association has no workable practices in place for addressing this area – very low capacity and performance.
- Select **Medium** if your Association has some workable practices in place with moderate achievement, but could improve – some capacity in place.
- Select **High** if your Association has effective, standardized, and accepted practices in place. It either usually or consistently achieves goals – capacity is high and in need of very little or no further development.

Step 2 & 3 – Rate and Rank Areas

Rank the importance of each management area to your Association. Base this ranking on your goals and the specific needs of your community. Your ranking may be influenced by current or expected challenges (e.g., if your community is experiencing elevated population growth rates, Resource Adequacy may be ranked as a high priority area to address). Again, note that each management area has multiple dimensions (represented by the bullet points listed) – your ranking should represent the highest priority of all of the points listed, and should be ranked independently of the achievement level (i.e., an area can remain, and therefore be ranked, as a high priority even if the Association is already undertaking needed improvement efforts).

Scale from low priority to high priority, keeping in mind the following:

- Current or expected challenges
- Customer or stakeholder impact (reliability, quality, timeliness)
- Consequences of not improving (non-compliance, increased cost, lost credibility, impacts to health and safety)
- Urgency (near or long term needs)
- Community priorities

Step 4 - Plot Results

To compare your results for each management area, you will plot each pair (rating, ranking) in the grid on the next page. For each management area, identify your high/medium/low rating in the green Step 1 box, and find the corresponding row in the table. Then, for the same management area, identify your high/medium/low ranking in the blue Step 2 box, and find the corresponding column in the table. The box where the row and column intersect is where you should place that management area (note the abbreviations for use in the self assessment plot). The example below shows how the plotting exercise in Step 3 should be completed. The ranking and rating for each management area should be paired and placed into the corresponding box in the grid, based on the low/medium/high determinations in Steps 1 and 2.

Key Management Area	Management Area Description	Step 1: Rate Achievement (Low – High)	Step 2: Rank Priority (Low – High)
1. Product Quality PQ	<ul style="list-style-type: none"> Our Community has resources to assist with understanding permit requirements and other regulatory Our Community understands and agrees on expectations of treated effluent (R-1) 	For example: LOW	Medium
2. Financial Viability FV	<ul style="list-style-type: none"> Our Community has an understanding of rates as they pertain to adequate operations and maintenance Our Community has discussed rate requirements with our potential customers, board members and to other key stakeholders (PER/Feasibility is a resource) 		
3. Operational Optimization (energy/water efficiency) OO	<ul style="list-style-type: none"> Our Community understands, has documented key operations of the proposed treatment facility Our Community has resources available to assess proposed energy use, resource use and loss 		
4. Infrastructure Stability (e.g., asset management) IS	<ul style="list-style-type: none"> Our Community has resources available and or understands the proposed system components and potential cost Our Community understands the need for a Capital Improvement/Replacement Plan Our Community has resources or understands how to create and implement a plan 		
5. Stakeholder Understanding & Support SS	<ul style="list-style-type: none"> Our Community actively engages with local decision makers, community, and regulatory representatives to build support for its goals, resources, and the value of this project Our Community performs and participates in active customer and stakeholder outreach and education 		

Rating (Achievement)	High			
	Medium			
	Low		PQ	
1. Product Quality PQ		Low	Medium	High
2. Financial Viability FV				
3. Operational Optimization (energy/water efficiency) OO				
4. Infrastructure Stability (e.g., asset management) IS				
5. Stakeholder Understanding & Support SS				
			Ranking (Priority)	

Key Management Area	Management Area Description	Step 1: Rate Achievement (Low – High)	Step 2: Rank Priority (Low – High)
1. Product Quality PQ	<ul style="list-style-type: none"> Our Community has resources to assist with understanding permit requirements and other regulatory Our Community understands and agrees on expectations of treated effluent (R-1) 		
2. Financial Viability FV	<ul style="list-style-type: none"> Our Community has an understanding of rates as they pertain to adequate operations and maintenance Our Community has discussed rate requirements with our potential customers, board members and to other key stakeholders (PER/Feasibility is a resource) 		
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5. Stakeholder Understanding & Support SS	<ul style="list-style-type: none"> Our Community actively engages with local decision makers, community, and regulatory representatives to build support for its goals, resources, and the value of this project Our Community performs and participates in active customer and stakeholder outreach and education 		

Rating (Achievement)	High			
	Medium		Yellow	Yellow
	Low		Yellow	Red
1. Product Quality - PQ		Low	Medium	High
2. Financial Viability – FV				
3. Operational Optimization (energy/water efficiency) – OO			Ranking (Priority)	
4. Infrastructure Stability (e.g., asset management) – IS				
5. Stakeholder Understanding & Support - SS				

IMPROVEMENTS WORKSHEET

Key Management Area: _____

Why was this management area ranked 'low achievement'?	
What will constitute 'high achievement' in this management area?	
What are the causes of your achievement gap?	
What changes will the utility need to make to improve performance?	
Who will need to be involved for these changes to take place?	
How could you track your performance progress?	
What will be the biggest challenges to performance improvement?	
Are there resources that you are aware of that support improving performance in this management area?	

Association MANAGEMENT IMPROVEMENT PLAN WORKSHEET

Instructions:

- List your top three priority management areas – these should be drawn from the self assessment activity.
- List the improvement actions that you will undertake to address the priority management areas – you should have at least one action for each priority management area (actions may address multiple management areas).
- Fill out the details in the table below for each improvement action separately (i.e., one table per action).

Priority Management Areas:

- 1.
- 2.

Improvement Action:
Description: <ul style="list-style-type: none">✓ Action✓ Management Area(s) addressed✓ Objective(s)
Timeline: <ul style="list-style-type: none">✓ Start date✓ Milestones✓ Target completion date
Responsible Party (or Parties):
Relevant Resources (on-hand or needed):
Challenges to Address:
Review Process: <ul style="list-style-type: none">✓ Performance indicators or measures✓ Status reports and updates frequency/cycle
Other Notes: