

# A1-HRD 18th Meeting

Asian Waterworks Utilities Network of Human Resource Development

## The 18th Meeting was held in Bangkok, Thailand

The 18th conference held in Bangkok, Thailand concluded successfully with great participation. We sincerely appreciate the MWA team for their thorough preparations and smooth operation on the day of the event.



**Schedule :** October 29 (Wed) to 30 (Thu), 2025

**Place :** Metropolitan Waterworks Authority  
(Headquarters )

**Participating organizations :**

Korea K-water  
Seoul Water  
Taiwan Taiwan Water Corporation  
Thailand Metropolitan Waterworks Authority  
Japan Bureau of Waterworks,  
Tokyo Metropolitan Government



**Outline of program**

**October 29 :**

Opening Ceremony  
MWA Young Blood Showcase

**Presentations**

Theme 1  
HRD in Various Crisis Preparedness  
Theme 2

Talent Management: How to Unleash & Utilize  
the Potential of Talent in Waterworks Utilities

Reception Dinner

**October 30 :**

Visit to MWA facilities  
· Actual Raw Water Source at Samlae  
Raw Water Pumping Station

# Discussions

## ●The following matters have been resolved.

- 1) Theme of the 19th Meeting will be  
 Theme 1 : AI-Driven Smart Transformation & Digital Transformation of Water Operations and Customer Service for Human Resource Development  
 Theme 2 : Initiatives for Human Resource Development to Ensure the Transfer of Technology and Strengthen Technical Capabilities
- 2) Host of the 20th Meeting will be the Bureau of Waterworks, Tokyo Metropolitan Government.






## Summary of Presentations (Theme 1)

In the first session, four organizations made presentations on the **HRD in Various Crisis Preparedness**.

	<p>● <b>Bureau of Waterworks, Tokyo Metropolitan Government</b></p> <p>“HRD for Crisis Management of Tokyo Waterworks”</p> <ul style="list-style-type: none"> <li>• Crises Facing Tokyo (Natural Disasters)</li> <li>• Preventive Measures (Infrastructure)</li> <li>• Crisis Management Training, Emergency Response Drills, and Disaster Area Deployment</li> </ul>
	<p>● <b>Metropolitan Waterworks Authority</b></p> <p>“Human Resource Development in Various Crisis Preparedness”</p> <ul style="list-style-type: none"> <li>• Organizational Growth and Sustainable Development</li> <li>• Ensuring the Safety of Water Sources (Water Safety Plan)</li> <li>• Enhancing Quality of Life through Expanded Services and Social Responsibility</li> </ul>
	<p>● <b>Taiwan Water Corporation</b></p> <p>“Technology-Driven Smart Water Management: Building a Sustainable Water Supply Workforce”</p> <p>~ Sustainable Workforce Development in the Water Supply Sector ~</p> <ul style="list-style-type: none"> <li>• Expansion of Operations and Changing Challenges</li> <li>• Improving Efficiency and Reducing Workload through AI and Digital Technologies</li> <li>• Future Human Resource Development and Workforce Optimization</li> <li>• Establishing a Robust Emergency Response System</li> </ul>
	<p>● <b>Seoul Water</b></p> <p>“On-Site Crisis Management Training Arisu Field Training Center”</p> <ul style="list-style-type: none"> <li>• Training system of Seoul Waterworks and ALICE Field Center overview</li> <li>• Achievements, outcomes, and future plans with AI and advanced technologies</li> <li>• Practical education via consulting and testing ground for new innovations</li> </ul>

## Summary of Presentations (Theme 2)

In the second session, three organizations made presentations on the **Talent Management – How to Unleash & Utilize the Potential of Talent in Waterworks Utilities**.

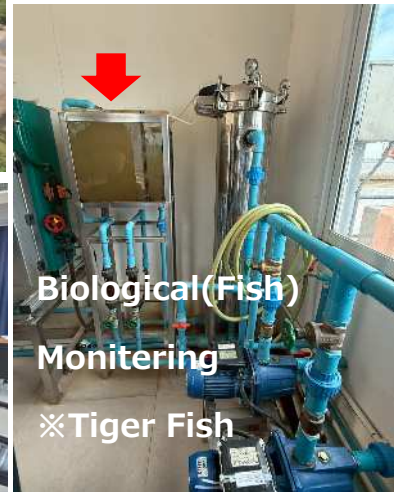
	<ul style="list-style-type: none"><li>● <b>Bureau of Waterworks, Tokyo Metropolitan Government</b></li><li>"Improving Human Resource Performance"</li><li>• Current Status (Staff Composition, Recruitment Situation, etc.)</li><li>• Human Resource Development Methods (VR Training, e-Learning Programs, Structured OJT, Placement Management, etc.)</li><li>• Creating a Work Environment Where Everyone Can Work Comfortably and Maximize Their Potential (Introduction of Next-Generation Offices, Diversification of Working Hours, etc.)</li></ul>
	<ul style="list-style-type: none"><li>● <b>Metropolitan Waterworks Authority</b></li><li>"Talent Management : How to unleash and utilize the potential of talent in waterworks utilities "</li><li>• Importance of talent management and diversity-respecting human resources practices</li><li>• Recruitment, development, and utilization of specialized personnel with proven successful cases</li><li>• Strategic assignment of right skills to right positions for effective workforce use</li></ul>
	<ul style="list-style-type: none"><li>● <b>K-Water</b></li><li>"Job Competency Based HRD Process "</li><li>• Transition from human-centered to work-centered training approach</li><li>• Issues: weak tracking of training application and no competency model</li><li>• Absence of results-oriented evaluation framework in current system</li><li>• Countermeasures: 4-level model &amp; dashboard for outcome analysis</li></ul>

*The participants have all gathered in the MWA conference room.*



# Facility Visits (MWA)

## ●Samlae Raw Water Pumping Station



## ●Facility Overview

- Intake pumping station in northern Bangkok, operating since 1967
- Raw water taken from Chao Phraya River, supplied via 31 km channel to Bangkhen, Samsen, and Thonburi plants
- Water quality building has automatic and biological (fish) monitoring, with data sent through MWA intranet
- Intake restricted at times of high turbidity or salinity
- Japanese-made axial-flow pumps (1979 models), maintained and still operating (impeller replacement in progress)
- New intake gate under construction; inspection not possible due to rain and site conditions

# 19<sup>th</sup> Meeting in Tainan, Taiwan

The 19th Meeting will be held in Tainan, Taiwan, hosted by Taiwan Water Corporation (TWC). Let's meet everyone in Taiwan!



DHAKA WATER  
SUPPLY AND  
SEWERAGE  
AUTHORITY

