

## Training and Organisational Capacity Building

- Organizational development:

Elaborating management structures, processes and procedures.

- Corporate development plan
- Establishing routines regarding roles, responsibilities, inputs and enforcement of decisions.
- Improving report systems, management information systems, billing systems, budgeting and investing planning.
- Functional and process description.
- Re-engineering processes.
- Capacity building measures.
- Assisting in companies restructuring related to changes of property, mergers and divisions.
- Company modernisation and optimisation.

- Human resource development:

Equipping the personnel with the understanding, skills, knowledge and training that enable them to perform more effectively. Some examples of areas of development are:

- Electric power engineering and management.
- Electricity distribution management.
- Power system control and operation.
- Non-technical losses control and reduction.
- Project management
- Maintenance management.
- International purchasing rules and regulations.
- Power purchasing and bulk power trading.
- Deregulation issues.
- Investment financial analysis.
- Pricing, metering, billing and bill collection.
- Work safety and occupational health.
- Tailor-made training.