

Inter-cultural Competence

Case Study 2 – Change of Priorities

Background Information

Majiwater Utility and KaltesWasser Utility signed an agreement on a WOP in order to support clustering of a group of small and unviable utilities. KaltesWasser, a German provider, has emerged from a clustering process in the past and has a lot of knowledge to share on how to prepare the utilities operational. Majiwater is the only viable utility in the planned clustering process and the smaller ones will be incorporated into Majiwater's operation. Majiwater is excited about the strong support to be received in this major operational restructuring.

The project started well and three month after kick-off all activities are going according to the plan. Unexpectedly, the national government issued a decree that abolishes all clustering activities in the water sector. Thus, the scope of the WOP (priorities) became irrelevant.

Challenge

New national policies are conflicting with the priorities of the WOP. How could this case be handled?

BEST PRACTICES

Case Study 2 – Change of Priorities

Potential Steps

- Immediately inform responsible project managers and stakeholders about the challenge encountered.
- Stop all related project activities in order to reduce unnecessary spending
- Try to arrange high-level meetings with national government representative to learn about the motivations of the decree and to inform about the importance and value of this WOP.
- Arrange a meeting with all WOP stakeholders and discuss adjustment of project scope