

## Quality Recommendations For A Utility Company In A Developing Country

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### 1 About goals of a utility company.

Total quality management is a shortcut to development.

When we do not seek efficiency, we get a bad situation.

We must seek to satisfy the demand with a cost as low as possible and not to have other considerations.

Otherwise, the delays tend to be longer and longer,

One should not try not to make any mistake because it is very expensive not to make a single mistake.

### 2. About the utility company

It is necessary to use the part resolution of the problems of the management of the quality in all activities.

It is said that we must first state well the problem and then look for causes before looking for solutions.

To solve a problem, it should be noted that we must take the risk to be disapproved by someone with authority.

The utility company is not an administration with all what she does in an Official Journal.

There are others than lawyers in the utility company.

*The utility company exists as a company.*

The Audit Department may not do its job well and deals with errors without serious consequences and may not perform enough missions for the survival of society.

### 3. About the prioritization matrix

The prioritization matrix is a methodological classification and emergency assessment tool, allowing the management and regulation of activities as well as the preparation of the delegation.

This matrix serves to assess the tasks to be accomplished in terms of priority: Methodology \ Approach - Devote oneself to the tasks for which one has the most skills, time, pressure. - Identify the tasks to be delegated - Manage available capacities in case of overload - Limit the degradation of the quality of services in case of overload.

Activities are prioritized against each other.

### 4. Treasury objective and problem of unpaid bills

The rigidity of the structure and of the procedure preclude finding a compromise for unpaid bills. Partial payments other than half payment should be allowed. This compromise is to be specified.

### 5. Treasury and supplier relations

The utility company must seek more favorable terms of payment with in return an improvement of the specifications.

### 6. Kwh average cost

To control the average cost of the kwh distributed, it would be better to know it outside renewable energy and for renewable energy.

It would be necessary to know the decomposition of the cost by activity and its breakdown by nature of expenses.

It should be known whether they are rather accurate estimates or not.

### 7. About the role of an auditor

Committees and commissions take too much time and promote the dilution of responsibility.

Their proliferation is an indication that societies do not seek efficiency.

Reflecting a lot by focusing a lot lets you know at what level a problem is.

This is the role of an auditor.

Having done research is a training for that.

8. About a change in strategy from an economic point of view

Entity weakly resistant to change (weak link) is: the utility company among public companies (if it is not only privately owned) within the country.

9. About the appearance of a new vocabulary

With a change of strategy, appear new words and expressions as often used:

Efficiency  
Cost problem  
Compromise  
Less rigidity  
Risk to take  
To negotiate  
Prioritization

10. Audits

The main recommendation is to do audits and quality audits.

11. The right path

When we try to solve problems, we are on the right track.

We can see that by the fact that we have the impression that many time has passed when it is not the case.

You have to be persistent.

When we solve problems, other problems appear but less serious.

12. About Meetings

Discussions must have a purpose. You have to know how to enter directly in the heart of the subject.

It is necessary to look for the sensitive point which makes it possible to question what is done, by using his knowledge of the existence of a problem.

This helps to identify problems even better.

13. About expertise

Expertise means knowing ways and taking into account issues.

The expertise is acquired through an investment.

The expertise must be respected and used.

14. About causes

The causes are : when CEOs do not try to prepare for the future,

when employees seek only to manage their career,

when international organizations do not seek to solve the problems. And to summarize:

"Anti-intellectualism, bureaucratic behavior, and extreme specialization, prevent shortcuts, and being not result oriented."

15. Large lines of technical problems

It would be necessary to have an idea of the main lines of the technical problems, even if it is very approximate.

Example by the Wikipedia site in French, translated here:

If the reactive power taken by the consumers is too high compared to the active power, the increase of the current in the electrical network causes thermal losses, overloads of the distribution transformers, the heating of the power cables and the falls of tension, it is therefore essential to remedy it. Oversize this installation, with the economic consequences that this represents is not realistic, it is better to compensate for this reactive power by improving the power factor, by installing systems "producing" reactive energy.

These systems can be capacitors, sets of inductors and capacitors (assemblies that can be automated), rotating machines (synchronous compensators) or static compensators. The transport of the reactive power by the power lines causes losses, a decrease in the stability of the network and a voltage drop at its end. In order to avoid this, reactive power compensation, series or shunt depending on the case, is used to limit this reactive power transport.

Different electrical devices can be used to achieve this compensation: synchronous machines, capacitor banks, or inductance. We distinguish between passive compensations, which work in all or nothing and active ones that are gradual.

16. Reduced means

If an issue is important, we must still try to use reduced means.

This is possible if you are looking for good timing. Chance sometimes makes things right.

17. Exercise your brain

"Monsieur X became fatalistic. He says that the error would be fatal. But it was an error on the part of Mr. X to believe that the error would necessarily be fatal.

This precipitated the end of Mr. X. The error was fatal.

Extracted from "The story of Mr. X" by Adib Ben Jebara

18. Acuteness of problems

The problems of electricity distribution companies are the same from one company to another.

It is the acuteness of each problem that varies from one company to another.

19. Help

The utility company should seek the help of a neighboring electricity distribution company.

It could be a case of force majeure.

20. Make syntheses

The absence of syntheses is at the origin of the lack of discernment.

We should try to be a theoretician rather than a tribune.

21. Sixth sense

Let many theories face each other like followers of an intellectual martial sport.

Whoever has developed an intellectual sixth sense wins out.

22. Sorting out

There could be an accumulation of events, although this is unlikely. At the level of customer and citizen problems, we should sort out the problems before trying to solve them.

23. No scenarios

We should not use scenarios but look directly what it is best to do and what is most likely to occur.

Consideration should be given to what has already been done and to find what needs the least means.

When to take action is a question.

24. Reminder:

Why electricity is too expensive?

It is because of sterile or obsolete procedures and of those who forbid not to apply them.

Anti-intellectualism, bureaucratic behavior, excessive specialization and not be oriented towards a result are some of the problems.

Bureaucratic behavior means not to look for real results.

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