

## Setting up KPIs and OPI

### HANDOUT 1 – tasks

A beverage company has a major problem with high organic loads discharged after the WWTP. The BOD5 after WWTP exceeds the ELV by 3 times. The water consumption at the site was also 1.9 hl/hl of products (35% higher than BAT standards).



Two major sources of organic pollution were identified:

1. Non-conforming products/returns from clients to drain
2. Product losses at syrup preparation unit

The company set up an internal plan for reducing returns from clients, installed a system to collect and reuse the wash water of the syrup line and implemented a water minimisation programme.

**Task:**

- ***Which specific KPI and OPI should the company put in place to measure its performance over the key water and wastewater problems?***

**HANDOUT 2 – possible solutions**

**Below are some possible indicators suggested for monitoring in the given case. This does not have to be the only solution. It is important to link indicators to specific objectives and to justify their usefulness.**

**Objective: Reduce percentage of non-conforming products**

- Total hl of returned products/ hl of total production (KPI)
- Tracking system for identification of clients with the highest level of returned goods enabling priority setting and establishing OPIs for returns from specific clients (hl/hl)

**Objective: Reduce losses of raw materials and water**

- Total water consumption hl/hl of product (KPI)
- BOD5/hl of product at company level (KPI)
- m<sup>3</sup> water used per hl of product at syrup preparation unit (OPI monitored for each shift)
- kg<sub>sugar</sub>/hl of product at syrup preparation unit (OPI monitored for each shift)
- m<sup>3</sup> water used per hl of product monitored for each cost centre (OPIs monitored at least weekly)