

Introduction



- Drinking water extraction & purification

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Vitens is the largest drinking water company in the Netherlands



Vitens Figures

100	water treatment plants
110	public shareholders
1.383	employees
49.000	km water mains
5.600.000	customers
108.000.000	€ investments
350.000.000	m ³ pure drinking water p/y



Vitens Challenges

Climate Change

Technology, Robots and Sensoring

Changing customer expectations

Growing demand for drinking water

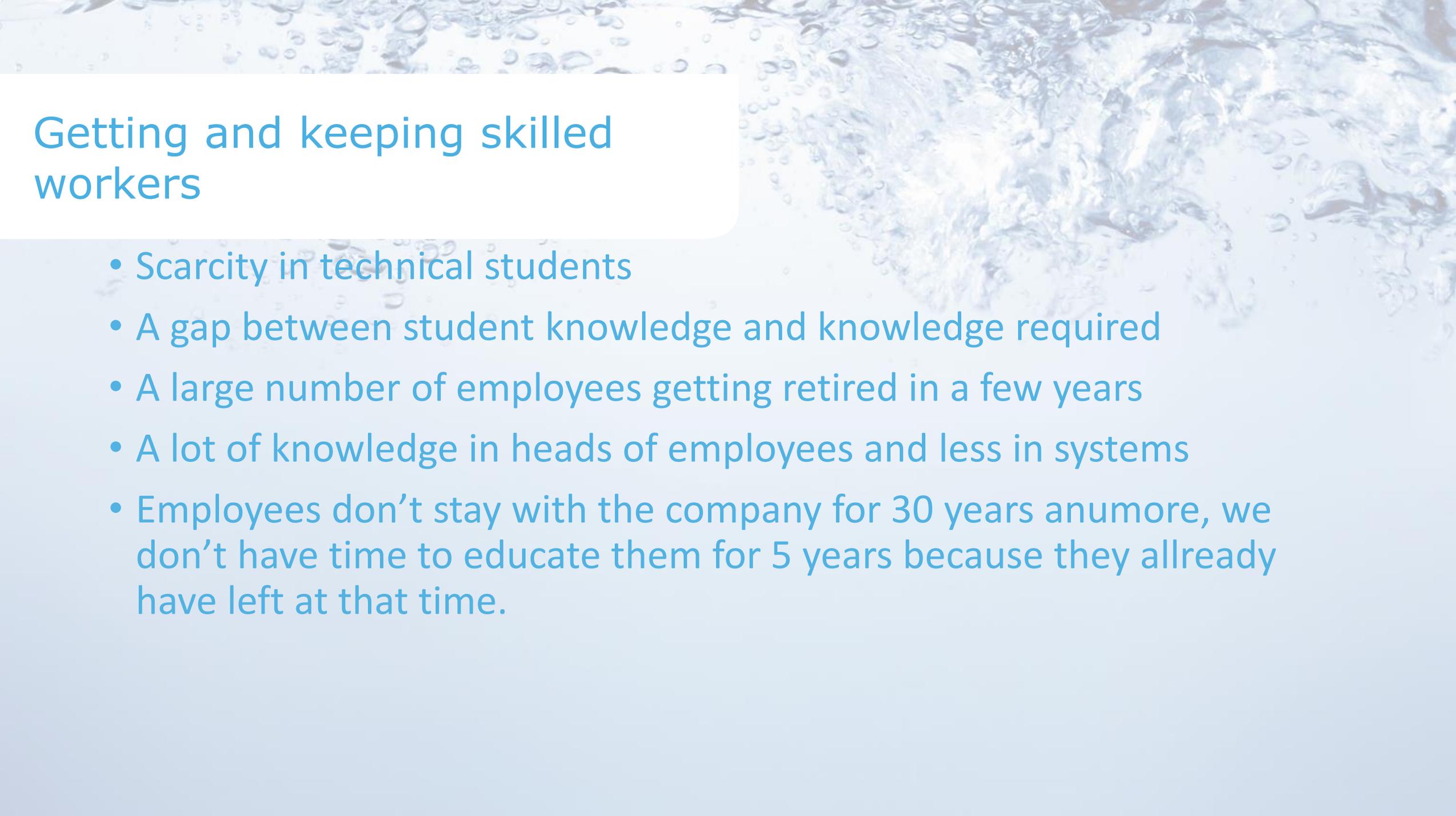
Environmental pollution

Getting en keeping skilled employees



Global Water Consumption 1900 – 2025

(by region, in billions of m³ per year)

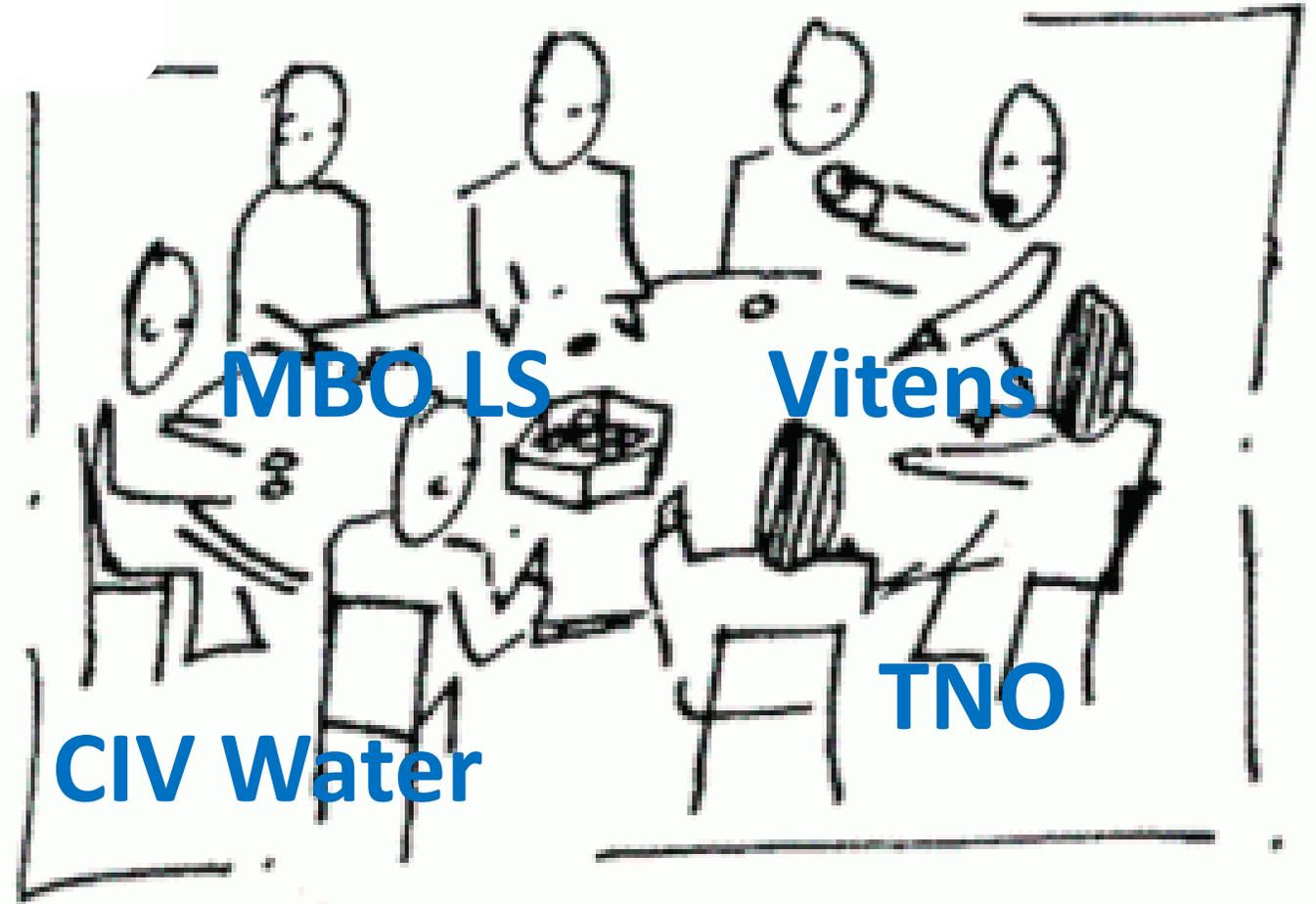
The background of the slide is a close-up photograph of water with many small, clear bubbles rising to the surface. The lighting is bright, creating a shimmering effect on the water's surface.

Getting and keeping skilled workers

- Scarcity in technical students
- A gap between student knowledge and knowledge required
- A large number of employees getting retired in a few years
- A lot of knowledge in heads of employees and less in systems
- Employees don't stay with the company for 30 years anymore, we don't have time to educate them for 5 years because they already have left at that time.

Vitens Invest in human capital

- Influence in local, technical vocational education
- Bringing knowledge en experience together
- Together we determined the general terms and goals of this course



The drinking water technology course

- Translate the general terms and goals into a detailed course
 - 3 modules (water extraction, purification, distribution)
 - Working with cases, which are authentic and urgent
 - Experts/specialist of Vitens becoming guest teachers
 - Teacher of VET school as main coordinator
 - Professional attitude



The participants

- Mixed groups
 - From different regions
 - Young and old
 - Experienced and inexperienced
 - Process operator and mechanic
- Own responsibility
- Nice way to learn, but not an easy one. It is hard work.



Results sheet 1

- A customized educational plan especially for Vitens Technicians
- Participants recognize a different course than they are familiar with
- Share knowledge on the work floor over the total area
- Participants and experts/specialist have a bigger network

Results sheet 2

- The Vitens experts /specialist have developed themselves in knowledge transfer
- Some ideas were outstanding and implanted immediately
- The teachers have developed themselves in drinking water knowledge

Results sheet 3

- Minor Drinking water technique for all VET schools in the Netherlands
- Start Lab technician of the future course according the drinking water technology course
- 60 Vitens employees attended the course
- Other companies join the course

Lieve Declercq (former CEO of Vitens):

*"The results are not only measurable, but it is also **noticeable**"*

