

Handover of Process Support for Dübendorf's water supply to a New Provider



The task faced by a water supply system while handing over engineering services to a new provider poses challenges, including the additional strain on resources, the transfer of process management and adjusting to new organizational structures and communication channels. We helped the Dübendorf Water Supply Cooperative switch to a new engineering firm that will support the water supply company with operations and planning services for many years to come. We ensured an orderly handover with process development, legal advice and change management, among other things.

Our services

- Getting acquainted with one other and clarifying the procedures and workflows in the most important processes with the entire WVD team and the new service provider using an interactive workshop format
- Ensuring the contractual aspects to facilitate the transfer projects and the new service contracts
- Elaborating the process development plan and documenting the core processes
- Supporting the handover of ongoing projects

Client

Dübendorf Water Supply Cooperative
(WVD)

Facts

Period 2023

Project Country Switzerland

Contact persons

Selina Derksen
selina.derksen@ebp.ch

Dr. iur. Jodok Vogt
jodok.vogt@ebp.ch

Martina Anderberg
martina.anderberg@ebp.ch