REVENUE PROTECTION MANAGEMENT COURSE

COURSE OBJECTIVE

The objective of this course is to provide participants with an overall understanding of the Revenue Protection concept and its different processes, phases and standards, in order to assist them to effectively minimize revenue losses within their utility by understanding how to plan revenue protection projects and manage manpower and assets, while implementing best practices.

MODULE 1 - INTRODUCTION AND COURSE OBJECTIVES

This module provides a detailed overview of the Revenue Protection Concept and the different Revenue Loss Phases utilities experience and also provides a roadmap to the concept of "Integrated Strategical Planning Processes".

MODULE 2 - PROJECT PLANNING AND MANAGEMENT

This module explains how to establishment a Revenue Loss Forum within a utility and develop an effective "Revenue Protection Project Plan" and manage resources, assets and contractors "The Revenue Protection way" by implementing the Revenue Protection Risk Management Toolkit.

MODULE 3 - TAMPER DETECTION ADMINISTRATION

This module focuses on proactive tamper prevention methods like the development of processes and procedures to effectively detect tampering and other illegal acts, by implementing the correct data analyzing processes, on job training and management reporting.

MODULE 4 - SKILLS DEVELOPMENT

This module focuses on how to increase auditing and tamper detection skills as well as enhance overall work performance in a Revenue Protection environment, by developing leadership and teambuilding skills and creating an understanding of the value of Revenue Protection awareness training.

MODULE 5 - INVESTIGATION PROCESSES

This module focuses on how to implement effective tamper investigation methods and provides an overview of the different Laws, Bylaws, Standards, Procedures and Guidelines, as well as technological developments, the threat of Cyber Security and internal fraud actions to prevent "tampering from within"

MODULE 6 - BEST PRACTISES

This module focuses on analyzing a typical revenue protection best practice project and provides the participant the chance to utilize the knowledge gained to find solutions to the challenges the project posed.

7. CONCLUSION

In conclusion we look at the "Way Ahead" for the participants specific Unit or Department and provide guidance on what changes they could make on their return to work.

WHO SHOULD ATTEND

1) Revenue Protection Managers
2) Credit Control Managers
3) Law Enforcement Managers
4) Law Advisors
5) Service Provider Managers (Electricity / Water)
6) Data Management Managers

DURATION OF COURSE

1) 1 day workshop (1 day)
2) 2 day course (2 day theoretical)