

# Passionate about customer satisfaction at NWSC

**Dr. Frank Kizito**

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**Doctorate Studies:** KTH, Royal Institute of Technology - Sweden, 2004 -2010

**Doctorate Research Area:** Development of water resources engineering and management decision support systems

**Title of Doctorate research:** 'Water Supply Management in an Urban Utility: A Prototype Decision Support Framework

Dr. Frank Kizito is the Senior Manager Decision Support Systems at National Water and Sewerage Corporation (NWSC), an institution he has been employed at for the last 20 years. His workplace was his Doctorate study area.

"My Doctorate research, which was of an action research nature, focused on using geo-visual tools to support decision making. I set up a number of tools that enable NWSC to capture



location of customers and link to available records in the billing and Call Centre databases. This information then gets displayed visually,” he explains.

By doing this, NWSC makes informed decisions, which translate into higher customer satisfaction. Dr. Kizito’s Doctorate research led to the creation of the Department of Decision Support Systems at NWSC. This Department is responsible for managing the customer geospatial database. “What I added was the integration of real-time spatial analytical tools to the operational data. This helps identify whether particular types of customer complaints are coming from a specific area and whether the solution needs a major decision like overhauling of water pipes,” he adds.



#### Membership to Professional Organisations

- Member, Uganda Institute of Professional Engineers