Lindtner S., Schaar H., Kroiss H. (2008): Benchmarking of large municipal waste water treatment plants greater than 100,000 PE in Austria, Water Environment Federation's Annual Technical Exhibition and Conference, Chicago, 18-22. October 2008

Abstract: Benchmarking is the continuous comparison of products and services, processes and methods of various enterprises in order to minimise the gap to the "best practice". The Austrian Benchmarking System was developed during a six-year period (1999 – 2004). Since 2004 this system has been operated via an internet platform and automated to a large extent. Every year twenty to thirty treatment plants use the web-based access to this benchmarking platform. The Austrian Benchmarking System for treatment plants is unique as it is performed in a close co-operation of the Austrian Water and Waste Association, two private consulting companies ("k2W" for technical and "Quantum" for economic data processing and information transfer) and the Institute for Water Quality, Resources and Waste Management from the Vienna University of Technology responsible for quality assurance and development. The main objectives of this benchmarking system are the development of performance indicators, identification of best performance and determination of cost reduction potentials.

Key Words: Process Benchmarking, Waste water treatment, Performance Indicators, Cost efficiency optimisation, full scale results