

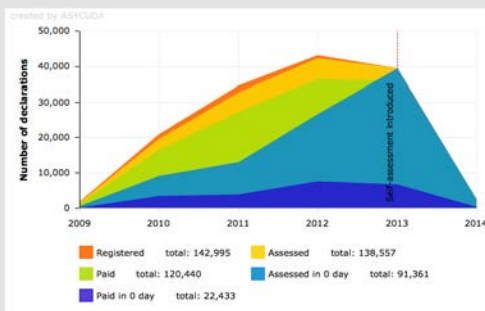
Integrity and Trade Facilitation through Customs Performance Measurement

What is ASYPM ?

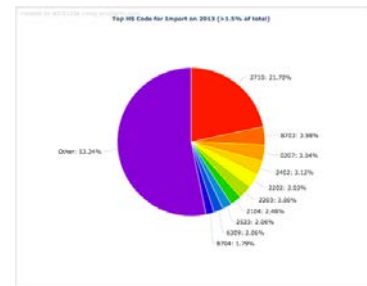
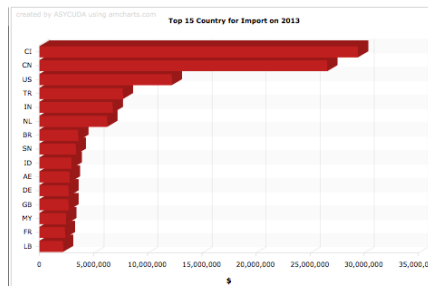
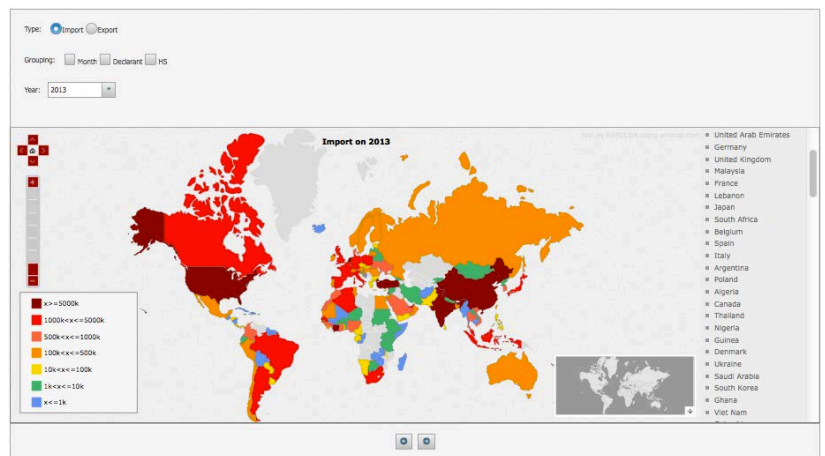
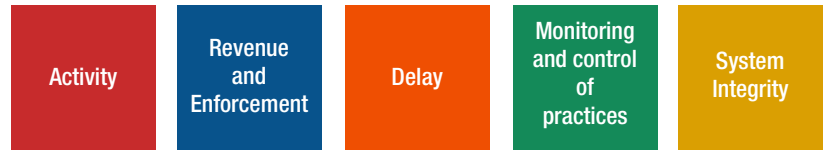
Within the framework of a Memorandum of Understanding signed between WCO and UNCTAD in March 2013 a performance measurement module was built in the ASYCUDA system using expertise from both organizations. The ASYCUDA System for Performance Measurement is a tool for promotion of integrity within the Customs institution, and its major stakeholders. It is composed of a statistical data warehouse and of 29 performance indicators, based on the Cameroon and Togo experiences, as vetted by the WCO and piloted in Liberia.

Why ASYPM ?

Performance measurement is a way to increase efficiency and detect bad practices. Customs management has, at its finger tips, tables with a drill-down function, dynamic graphs, diagrams providing live and accurate information on all Customs operations.

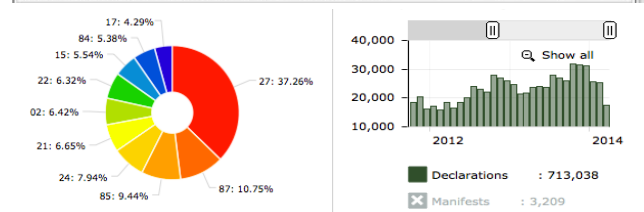
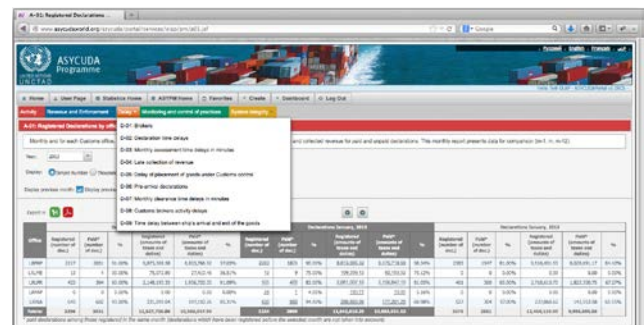
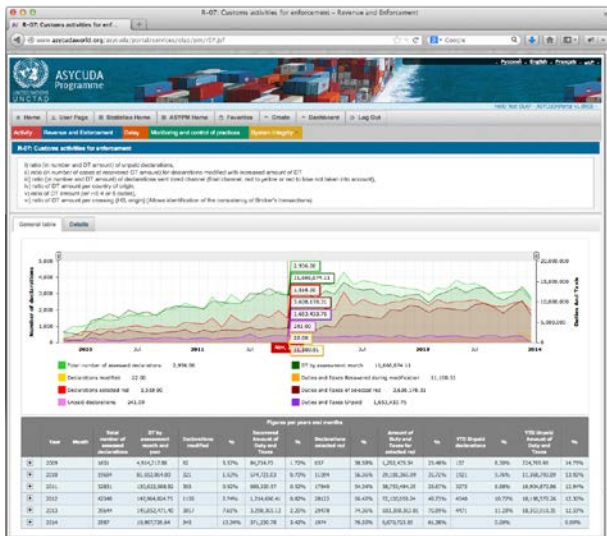


Types of performance indicators



Benefits of ASYPM

- The system interrogates the database and facilitates data mining for Customs management.
- The system offers a 'data and customs procedure' consistency crosscheck capability to Customs management.
- Data readily available for studying operational trends and enabling decision-making.
- Increased monetary value of corrections made by examiners.
- Identify staff needing to improve their capacity and performance.
- Increased compliance by consignors with Customs requirements.



How ASYPM is implemented ?

Prerequisites for Performance Measurement System

1. Appointment of Team Leader of the Project.
2. Appointment of Team Members coming from ad-hoc Customs organizational units.
3. ASYCUDA 4.2.0 or higher version implemented.
4. Availability of requisite hardware and accessories.



Deployment Strategy

A Customs administration wishing to implement ASYPM can benefit from the assistance of UNCTAD and the WCO at technical and political levels from its inception. An UNCTAD ASYPM Handbook and a WCO Guide¹ describing the performance measurement approach step by step will also be provided.

The implementation of the project is done in two phases: **Descriptive** and **Prescriptive**.

The Descriptive phase is used to **create awareness, strengthen Senior management commitment, understand the realities** of the Administration through UNCTAD/WCO experts visits of the main Customs office, interviews with operational staff and meetings with stakeholders. This phase can last from 12-24 months depending on the level of progress. The number and type of missions can be as follows: (1) Awareness mission (1-2 weeks); (2) Installation Mission and data mining (3 weeks); (3) Assessment Mission (1-2 weeks). This phase will enable the administration and Customs staff to go through an appropriation period and be prepared for the Prescriptive phase.

During the Prescriptive phase, information extracted through ASYPM will be effectively used to measure the performance of individual officers. A joint UNCTAD/WCO mission will help the Administration with the design of specific mechanisms to monitor individual performances which could include, but will not be limited to, performance contracts signed with the Director General of Customs or an immediate supervisor. This phase will become the way forward for the Administration who will take full ownership of the approach. Its smooth inception may take several months.

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