

Handbook on Best Practices at Border Crossing Points

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Organization for Security and
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Chapter 10: Performance Indicators and Benchmarking

PI and Benchmarking Issues:

- ⑩ How does the Minister for Finance or the Director General of Customs know how each Border Crossing Point or Inland Clearing Depot (ICD) is performing?
- ⑩ How does a Minister for Finance and the Director General of Customs make policy decisions if they do not know what is happening at each land, rail and sea port border crossing points?



Chapter 10: Performance Indicators and Benchmarking

Chapter 10 content outline (1):

Knowing what happens at each BCP and ICD

1. Benchmarking Customs operations explained
2. Benchmarking benefits
3. How to carry out benchmarking: method examples
 - World Customs Organization benchmarking method
4. Benchmarking Legal Framework including the 1982 Convention on the Harmonization of Frontier Controls of Goods and The Kyoto Convention
5. Different Performance Measurement methods: nine methods
6. Guide to successful benchmarking

Chapter 10: Performance Indicators and Benchmarking

Chapter 10 content outline (2):

7. Benchmarking and Key Performance Indicators (KPI)

- Defining Key Performance Indicators

- Guide to KPI: using the SMART approach:

S = Specific; M = Measurable; A = Achievable; R = Relevant; T = Time phased

- How to calculate KPIs

- Common Customs administration KPIs

8. Using the balanced scorecard method

9. Improving data collection methods

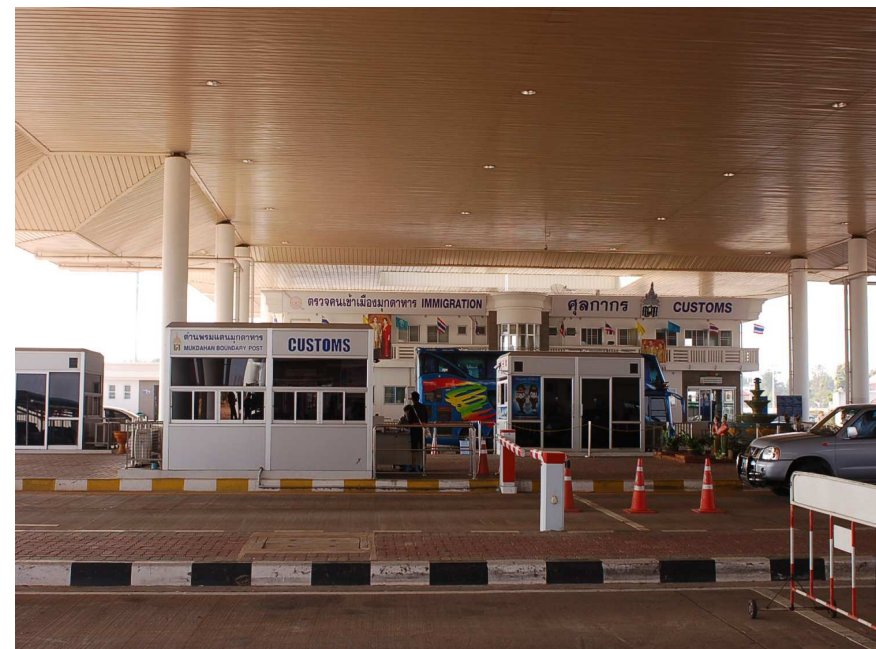
10. Institutionalizing performance measurement

Chapter 10: Performance Indicators and Benchmarking

Key messages

1. Using Performance Indicators and Benchmarking is a Customs management tool
2. Need to use the SMART approach and other methods as part of the process to get best practices
3. Balanced scorecard method is an industry standard
4. There is a perceived need to develop a world measurement standard
5. Using Information Technology helps: some Customs administrations have Unified Automated Information Systems
6. The ADB CAREC and CFCFA Corridor Performance Measurement & Monitoring might be an interesting start in Central Asia

Rahmat, Rahmiet, Spasiba, Tesherkuler



Thank You For Your Attention