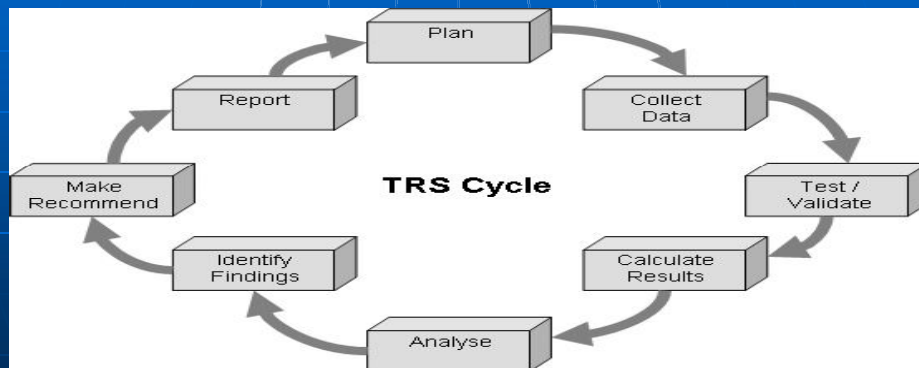


Planning and Implementation

TRS Cycle



3-Phase TRS Framework

Phase 1

Preparation of the Study

Phase 2

Data Collection and Recording

Phase 3

Data Analysis and Conclusions

3-Phase TRS Framework

Phase 1: Preparation of the Study

- (1) Establishment of Working Group (WG)
- (2) Scope and Design for the Study
- (3) Planning and Methodology
- (4) Test-run

3-Phase TRS Framework

(1) Establishment of WG

- ✓ Headed by Customs officials at senior mgt
- ✓ Given due authority for TRS implementation
- ✓ Include 5-10 officials as WG members, whose expertise should cover customs procedures & legislation; organization matters & administrative procedures; computer & statistic processing

3-Phase TRS Framework

(1) Establishment of WG (Cont'd)

- ✓ Involve all OGAs and stakeholders in the supply chain at the inception
- ✓ Prepare the Terms of Reference

3-Phase TRS Framework

(1) Establishment of WG (Cont'd)

- ✓ Lay down the functions and responsibilities of WG, which include, but not limited to:
 - Prepare, plan and implement the study
 - Ensure good cooperation among all OGAs and stakeholders as well as within Customs, deliver briefings and organize meetings as and when required
 - Arrange wide publicity for the TRS

3-Phase TRS Framework

(2) Scope & Design for the Study

- ✓ Locations?
- ✓ Procedures to be covered (import / export / transit)?
- ✓ Customs only / all parties in supply chain?
- ✓ Types of consignments?
- ✓ Duration?

3-Phase TRS Framework

(3) Planning and Methodology

- ✓ **Geographical Scope**
 - Choose locations with a large volume of traffic and a wide variety of consignments

3-Phase TRS Framework

(3) Planning and Methodology (Cont'd)

- ✓ Choice of Traffic
 - Cover air / sea / rail / road / all?
 - Conduct simultaneously for all / consecutively for different traffic?
 - Analyze postal traffic separately

3-Phase TRS Framework

(3) Planning and Methodology (Cont'd)

- ✓ Duration and Timing
 - Cover at least 7 consecutive working days
 - Choose the period of normal traffic (not seasonal peak)
- ✓ Types of Goods
 - Recommend to include all types

3-Phase TRS Framework

(3) Planning and Methodology (Cont'd)

- ✓ Environmental Scan and Workflow Mapping
 - Conduct environmental scan attain comprehensive information on the TRS-related operations (involving all parties in the supply chain) and physical environment of the locations chosen
 - Map out various workflows for locations chosen

3-Phase TRS Framework

(3) Planning and Methodology (Cont'd)

- ✓ Preparation for Data Collection
 - Design a form for data collection [*Sample documents at Appendix 2 & 3, WCO TRS Guidelines (2011)*]
 - Formulate guidelines for data collection and input (what? how? by whom?)
 - Provide a list of definitions for certain activities [*Sample document at Appendix 3B, WCO TRS Guidelines (2011)*]

3-Phase TRS Framework

(3) Planning and Methodology (Cont'd)

- ✓ Sampling
 - Recommend to capture all transactions
 - For homogenous population, a sample of 30 selected randomly should suffice
 - Consult statistician for sampling strategy & methodology whenever necessary
- ✓ Test Run
 - Test feasibility of work plan & implementation

3-Phase TRS Framework

Phase 2: Data Collection & Recording

- ✓ Ascertain all the processes and records involved (automated / manual)
- ✓ Ascertain the processes and the parties responsible for collection & recoding the data
- ✓ Arrange to distribute the survey forms to customs brokers and freight forwarders in advance
- ✓ Arrange appropriate training / briefing to staff / parties involved where necessary

3-Phase TRS Framework

Phase 2: Data Collection & Recording (Cont'd)

- ✓ Use 24-hr clock for time recording
- ✓ Capture “zero” time for release of cargo prior to its arrival
- ✓ Designate staff other than those who involve in customs clearance to fill in the survey
- ✓ Collect retrospectively those data, which have been recorded in the manual records or computer system during the normal course of clearance process

3-Phase TRS Framework

Phase 3: Data Analysis & Conclusion

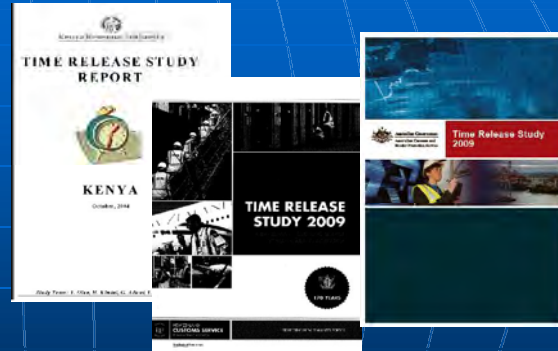
- ✓ **Data Analysis**
 - Ensure that all data collection forms are returned
 - Verify raw data in every form for accuracy & quality
 - Set aside data collection forms with errors pending further verification (Data still usable if the errors are not significant)

3-Phase TRS Framework

- ✓ **Data Analysis (Cont'd)**
 - Set aside incomplete forms pending further examination (Missing data may be extracted from the automated clearance system.)
 - Use WCO software or alternative means for data processing
 - Analyze the verified data with due regard to the objectives and approach adopted

3-Phase TRS Framework

- ✓ Final Report
 - Objectives
 - Scope
 - Methodology
 - Analysis
 - Conclusion
 - Recommendation (Action Plan)



[Model Report Format at Appendix 5, WCO Guide TRS (2011)]

3-Phase TRS Framework

- ✓ Press Release
 - To increase transparency of Customs procedures
 - To demonstrate Customs commitment to TF to the trading community
 - To communicate findings and recommendations for further improvement

[Model Press Release at Appendix 6, WCO TRS Guide (2011)]

Tips for Success

- ✓ Political will and commitment
- ✓ Buy-in of stakeholders
- ✓ Appropriate team with appropriate authority
- ✓ Proper planning and monitoring
- ✓ Good communication with parties involved
- ✓ Objectivity in analysis and report
- ✓ Adequate publicity for the findings & way forward