



The WCO Time Release Study

- Model Documents -

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TRS Process in General

Phase 1; Preparation of the Study

1. Establishment of a TRS Working Group
2. Determination of scope and design of the study
3. Planning and methodology
4. Detailed Drawing plan
5. Sampling
6. Developing a survey questionnaire form
7. Test-Run

**Model TOR
& Schedule**

**Model
Questionnaire**

Phase 2; Collection & Recording of Data

Phase 3; Analysis of the Data & Conclusions

- Analysis of the results of TRS and formulations of action plan
- Finalizing TRS report and Press Release

Model TRS TOR

Draft TOR

A. Introduction

Why you need TRS?

B. Objective of the TRS

What achievement?

C. Methodology

- 1. Scope and Design of the Study**
- 2. Sampling Methodology**
- 3. Establishment of a Working Group**
- 4. Organization**

**Details to be shared
among all the
stakeholders**

D. Time Frame

E. Funding Support

Reference ; Model List of Questions

Model TRS TOR

C. Methodology

1. Scope and Design of the Study

- Time from arrival of goods in the land border station until physical removal
- Both automated and manual goods declaration
 - (i) Import, export & transit
 - some countries only focus on import
 - (ii) Dry cargo and bulk
 - container cargoes
 - (iii) Goods of commercial value excluding baggage assessment
 - commercial value depends on each Customs
- At the busiest BCP based on the RIBS project

Model TRS TOR

2. Sampling Methodology

- **Sample of transactions selected – statistically valid**
ex) Randomly or selection probability
- **Sample represents time period of normal traffic**
- **How can sample to be selected (two way)**
 - i. **From goods declarations stored in the Customs data base**
ex) Use last two digit of Customs declaration Number
 - ii. **From goods declarations under the process**
ex) Use every three Customs declaration as a sample

Model TRS TOR

3. Establishment of a Working Group

Leader:	[eg. Director/Deputy Commissioner on Customs Field Service]
Core members:	[eg. Specialists in Customs Procedures Operations] [eg. ICT Systems Administrator] [eg. Statistician]
Liaison officers from selected stations	[eg. Manager of Customs Office A] [eg. Manager of Customs Office B]
Representatives from Various Stakeholders	[Bureau of Standards], [Immigration], [Police Authority], [Motor Registration Authority], [Quarantine], [Customs Agent Association], [Bank], [Forwarders Association], [Warehouse Operators Association]
Technical Collaborator:	Asian Development Bank, World Customs Organization and []

Model TRS TOR

3. Working Group - Function & Responsibility

WG prepares detailed instructions and guidelines covering;

- i) aim of the study**
- ii) scope and methodology**
- iii) duration and timing of the study**
- iv) sampling size and sampling selection methods**
- v) responsibility of collection of data by respective parties and within each unit**
- vi) a list of definitions to ensure uniformity and consistency in implementation**
- vii) procedures to be followed in manual, automated or a combination of both manual and automated procedures**
- Viii) persons to be contacted where clarifications are needed.**

Model TRS TOR

3. Working Group - Function & Responsibility

WG identify ;

- i) all the processes and steps in the release process**
- ii) all the documents required for the release process**
- iii) various data to be collected, by who and how**
- iv) evaluation how the of the data is to be done**
- v) what are the release times to be captured and evaluated in terms of the type of traffic and goods**
- vi) will the data to be captured identify the reasons for the delays?**
- vii) will the evaluation be based on capturing the total time or the time required for each phase of the clearance process.**

Model TRS TOR

3. Working Group - Function & Responsibility

WG will meet as often as necessary to discuss;

- i) ensure that all decisions pertaining to the study are taken.**
- ii) prepare a timetable for work to be done**
- iii) plan the study and determine the methodology**
- iv) develop form for the collection of data**
- v) develop instructions and guidelines for the collection of data**
- vi) establish a calculation method for the calculation of the results**
- vii) develop a program for the data capture/analysis or use WCO software**
- ix) compare the results with data from previous studies**
- x) prepare final report with proposal for improvements**
- xi) present the results of the study to the customs administration and stakeholders involved in the clearance process.**
- xii) prepare an action plan to rectify identified problems**

Model TRS TOR

4. Organization- Preparation phaze

Establish of Customs WG



Customs WG

- Determine the scope/details
- Develop a draft TOR, Time table & Questionnaire
- Contact stakeholders



1st TRS WG

- Agreement in principle



Customs WG

- Amend a draft TOR, Time table & Questionnaire
- Develop instruction for collection data



2nd , 3rd ... TRS WG



__th TRS WG

- Finalize a TOR, Time table & Questionnaire and instruction

Model TRS TOR

4. Organization- Data collection/Recording phase

Workshop

- Organized by TRS WG
- Questionnaire & instruction
- Train the people responsible for filling questionnaire



Test Run (TRS WG)

- Identify sample declaration for test run
- Collect several questionnaires with data for test purpose
- Record/analysis for test

Data Collection (TRS WG)

- Identify sample declarations
- Distribute Questionnaires
- Collect completed questionnaire



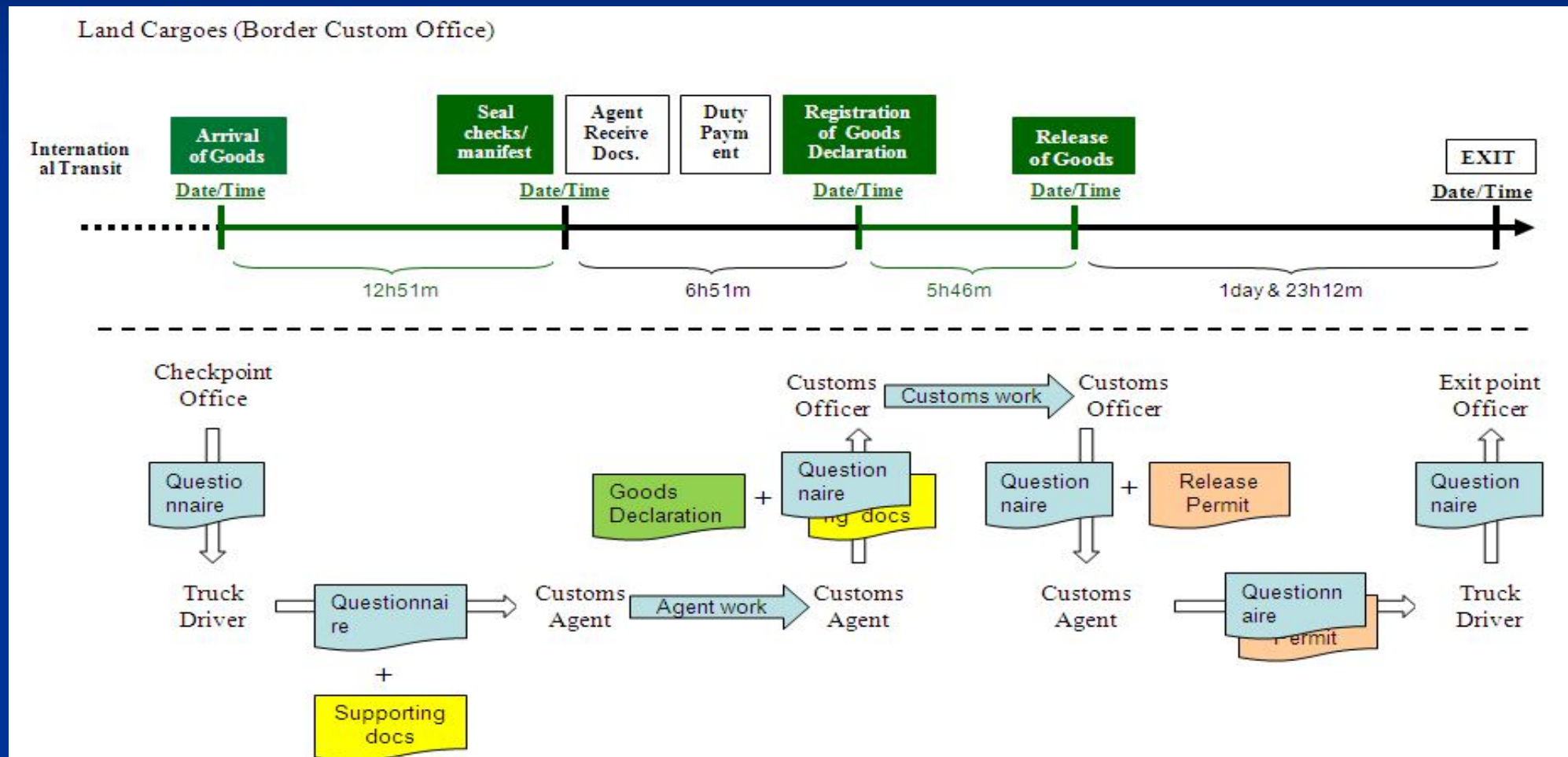
Data Recording (TRS WG)

- Record data
- Calculate Ave. time & SD in each process/criteria.

Model TRS TOR

Data collection process Example 1

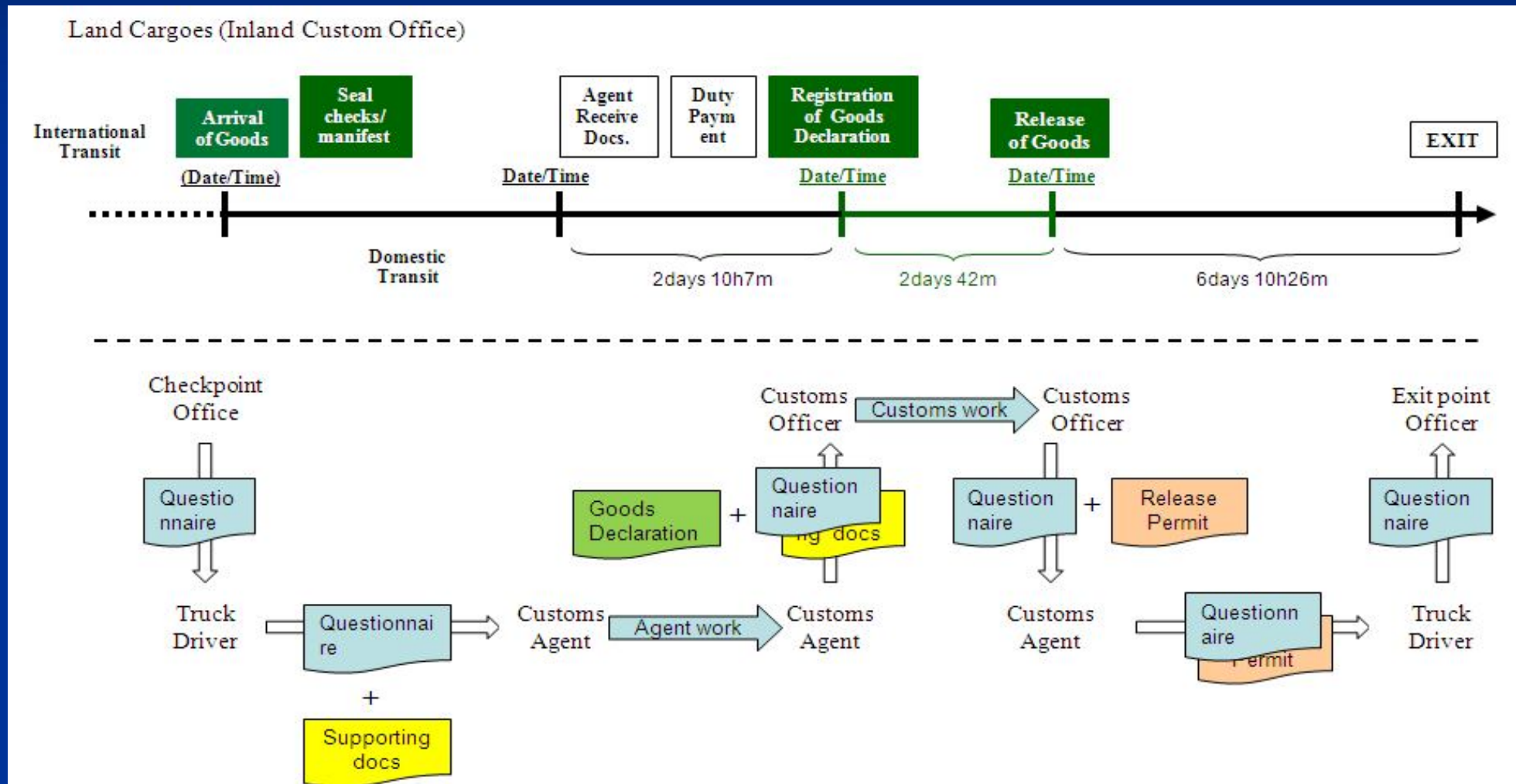
Samples chosen by declarations in process



Model TRS TOR

Data collection process Example 2

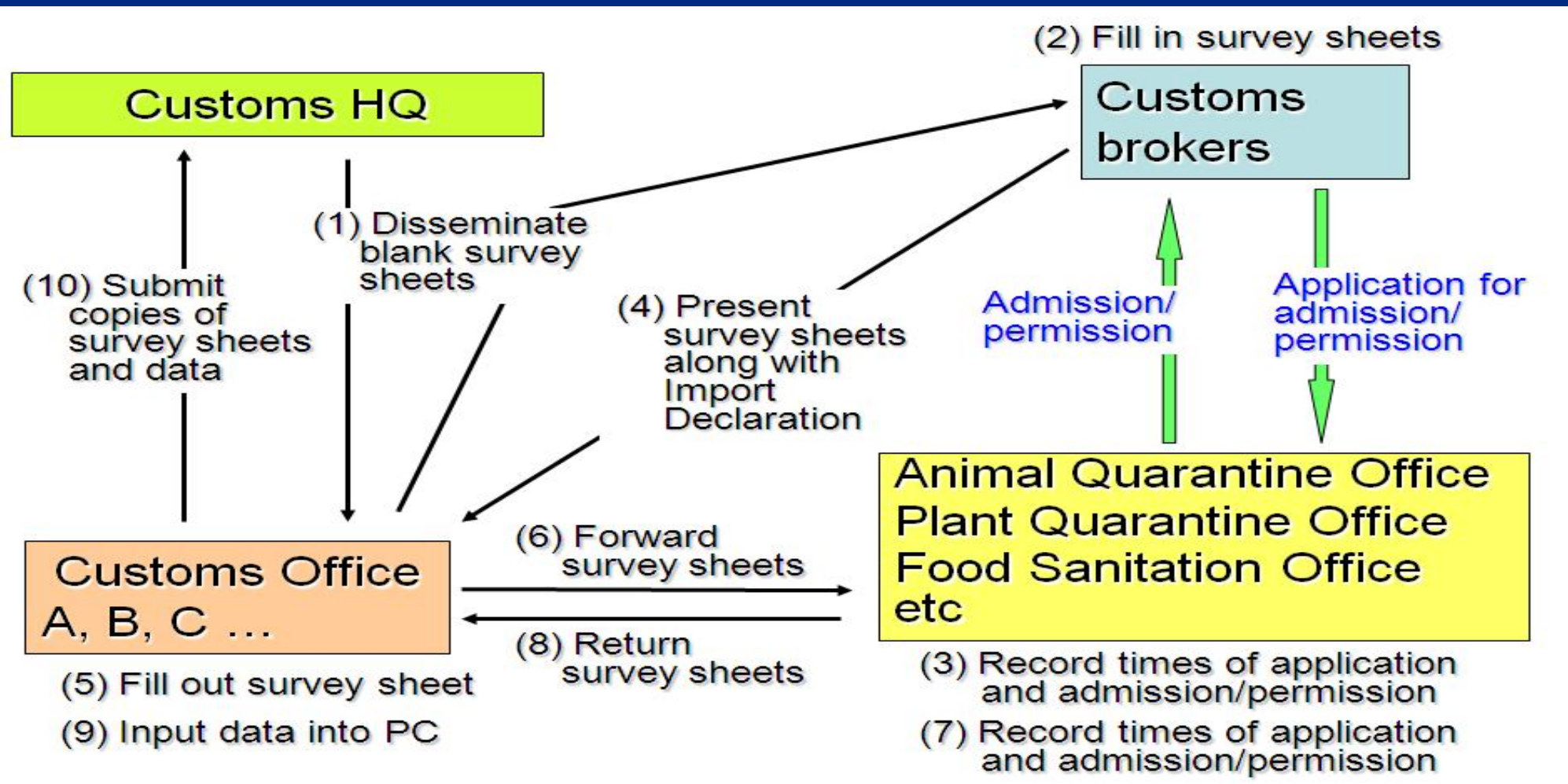
Samples chosen by declarations in process



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Data collection process Example 3

Samples chosen by declarations cleared



Model TRS TOR

4. Organization- Analysis/Conclusion phase

Analysis (TRS WG)

- Analysis the delay identified
- Interview stake holders



Drafting (TRS WG)

- Draft a possible Action plan
- Draft a final report



TRS WG Meeting

- Discuss the final report which includes Action plan
- Finalization



Press Release (TRS WG)

- Drafting a simple paper for release it in public



2nd TRS

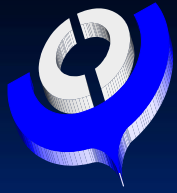
3nd TRS

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Model TRS TOR

D. Time Frame

NO.	ACTIVITY	PERIOD
1	Developing Terms of Reference of the TRS Working Group	
2	Determining the Scope & Methodology	
3	Developing and printing the TRS Questionnaire	
4	Developing Guidelines of the TRS questionnaire	
5	Sensitization (Workshop)	
6	Issuance of Questionnaires (distribution)	
7	Collection of completed Questionnaires	
8	Data Capture, edit and compiling	
9	Data analysis and report writing	



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