



Japan
Fund for
Poverty
Reduction



CAREC

May 2016

**TRS – Overview, Guidelines, Tools and
Methodology**

Time Release Study (TRS)

Overview, Purpose, Tools and Methodology

CAREC, 17th-18th May 2016

Stephen Cox
ADB Consultant

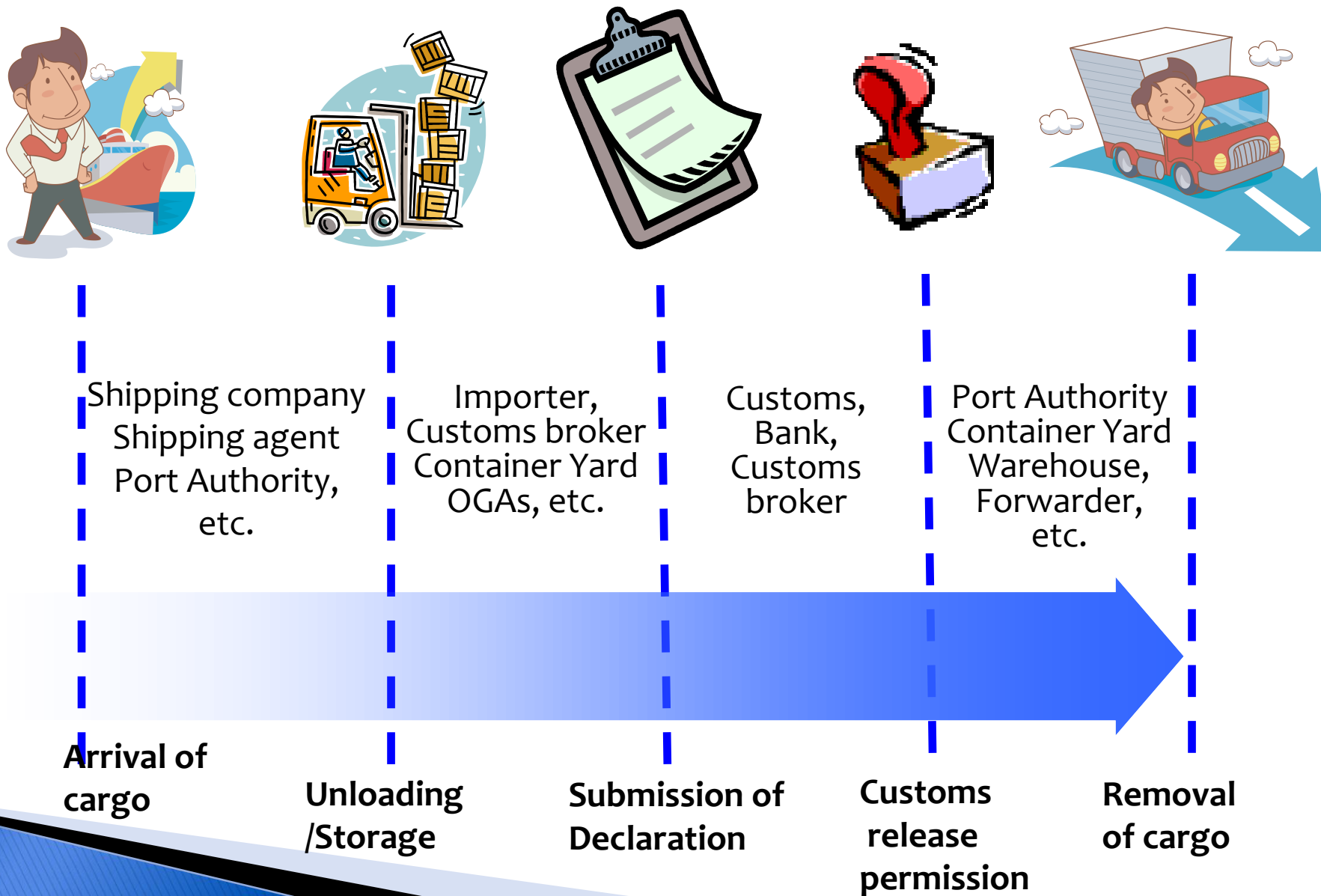


TRS: Overview

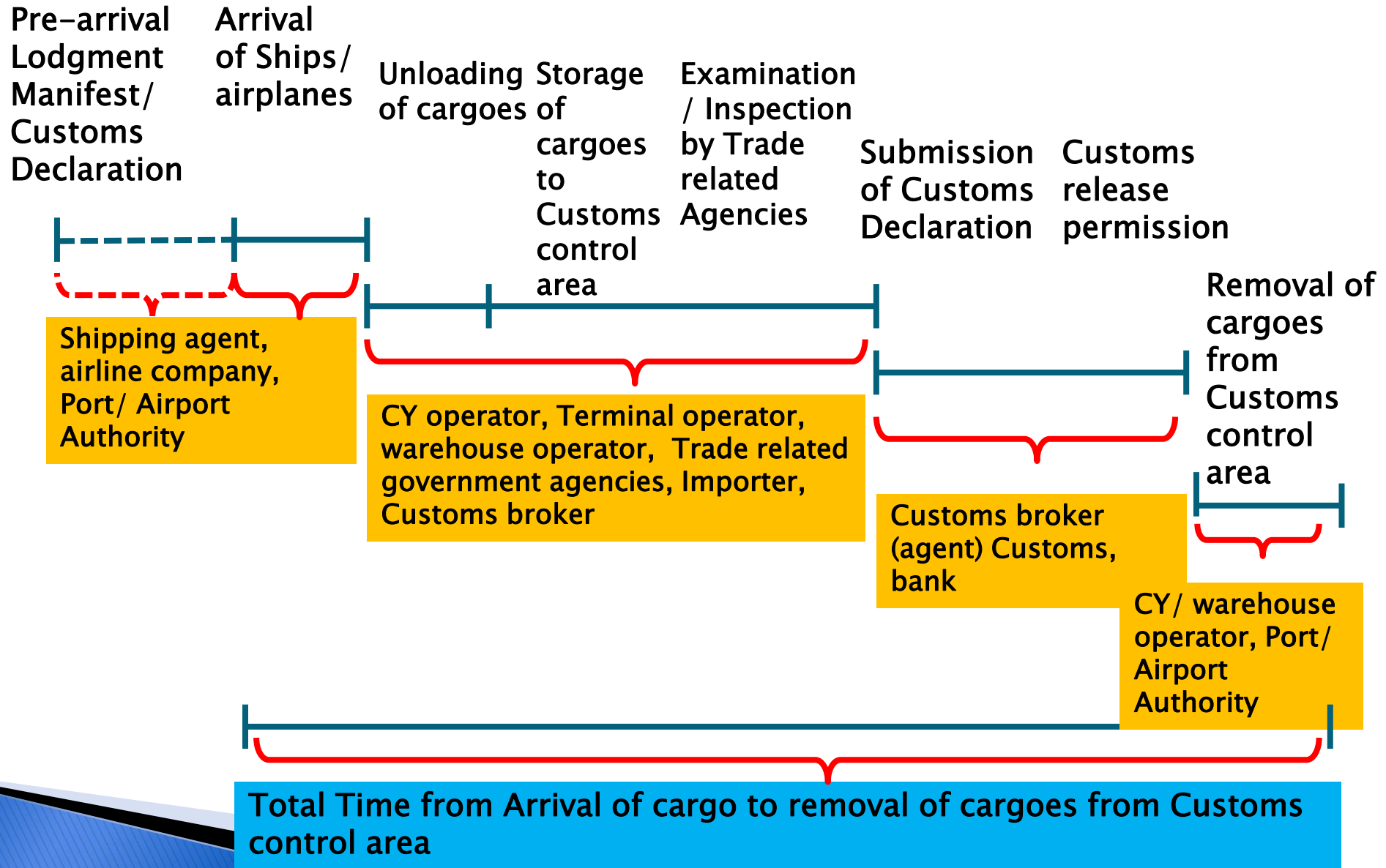
TRS and Trade Facilitation

- ✓ Huge increase in cross border trading as a result of globalization, customs role in trade facilitation (TF) becomes more prominent.
- ✓ TF : expediting the movement, clearance & release of goods
- ✓ TRS is a unique tool and method for measuring the actual time required from arrival of goods to its release.

What is TRS?



Cargo flow and Import procedures



Why do we focus on TRS?

For Border

Agencies:

- ✓ Establish Baseline of the Current Border Performance
- ✓ Self-Assessment of Ourselves
- ✓ Improvement for Our Border Performance
- ✓ Further Transparency
- ✓ Further Trade Facilitation
- ✓ Further Foreign Direct Investment



TRS: Purpose

Objectives

- ✓ Identifying bottleneck processes affecting customs release
- ✓ Assessing new procedures, operations, etc.
- ✓ Establishing baseline TF performance measurement
- ✓ Identifying opportunities for TF improvement
- ✓ Estimating the country's approximate position as a benchmarking tool

Possible Use of Study Results

Procedures, Processes & Legislation

- ✓ Diagnose the efficiency of specific customs procedures
- ✓ Take measures to improve compliance or enforcement
- ✓ Simplify and harmonize customs procedures
- ✓ Automate Customs processes
- ✓ Draft / modify relevant Customs legislation

Possible Use of Study Results

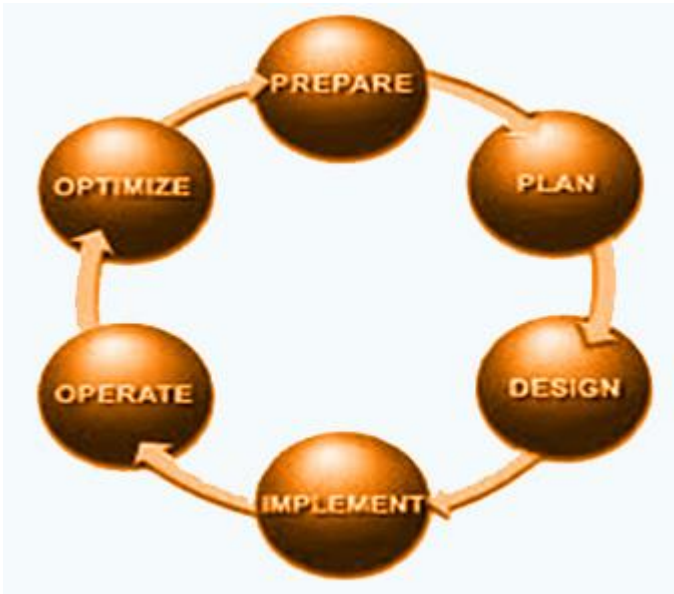
Organization

- ✓ Reallocate staff and resources for optimal utilization
- ✓ Initiate organizational reform
- ✓ Support requests for human, financial and technical resources
- ✓ Address anti-corruption measures
- ✓ Train staff

Possible Use of Study Results

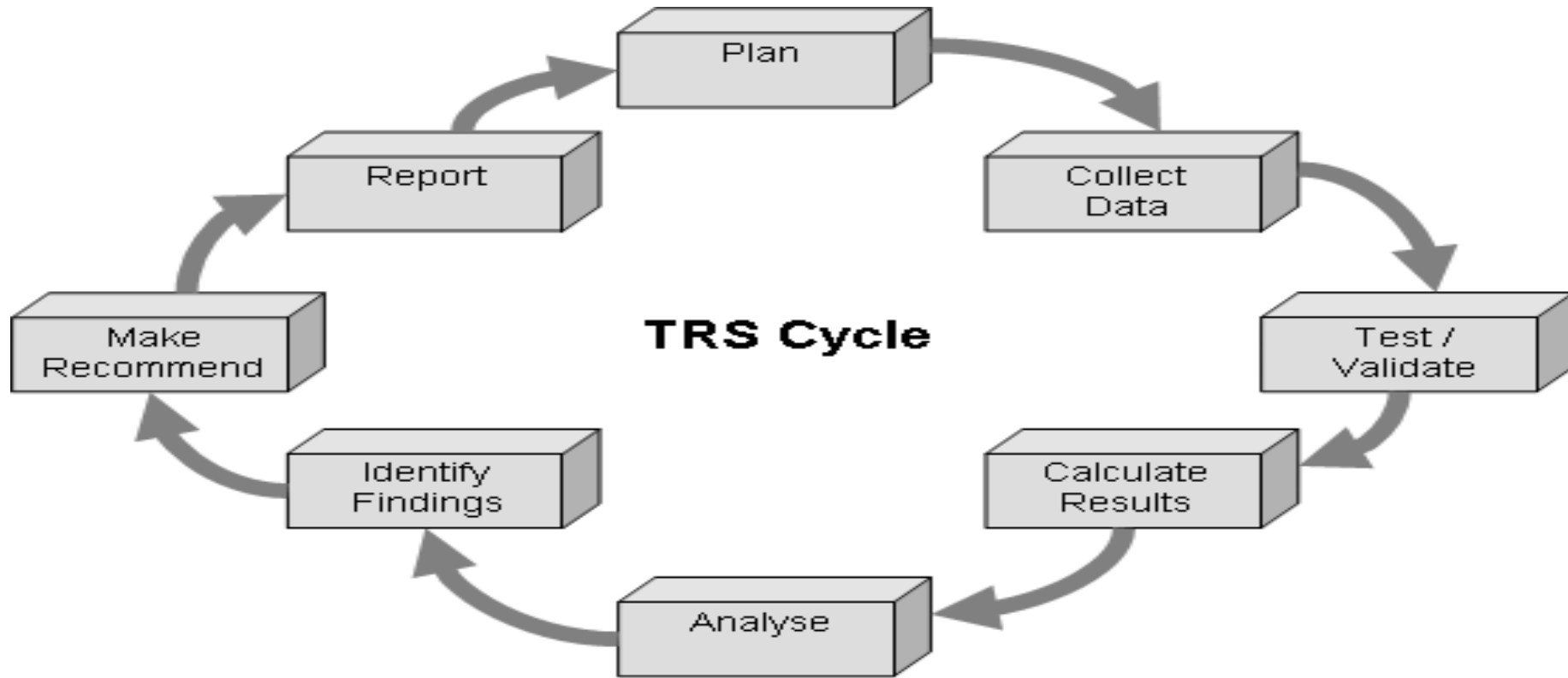
Performance Measurement & PR

- ✓ Use as a quality assurance mechanism
- ✓ Benchmark trade facilitation performance levels
- ✓ Improve customs transparency and promote PR
- ✓ Use with OGAs & trading community for further enhancement of TF measures



TRS: Methodology

TRS Cycle



3-Phases TRS Framework

Phase 1: Preparation of the Study

Phase 2: Data Collection and Recording

Phase 3: Data Analysis and Conclusions

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

(1) Establishment of WG

- ✓ Headed by Customs officials at senior management
- ✓ 5-10 core members, whose expertise should cover customs procedures & legislation; organization matters & administrative procedures; computer & statistic processing;
- ✓ Liaison officers from Selected offices
- ✓ Representatives form Various Offices
- ✓ Technical Collaborator (WCO, Donors).



(1) Establishment of WG (Con'd)

- ✓ Involve as many as OGAs and stakeholders in the supply chain at the inception workshop
- ✓ Prepare the TOR Given due authority for TRS implementation
- ✓ 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**



(2) Scope & Design for the Study



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

(2) Scope & Design for the Study (Cont'd)



✓ Geographical Scope

- Choose locations with a large volume of traffic and a wide variety of consignments

✓ Choice of Traffic

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

(3) Planning and Methodology

✓ Duration and Timing

- Cover at least 7 consecutive working days
- Choose the period of normal traffic (not seasonal peak)

✓ Types of Goods

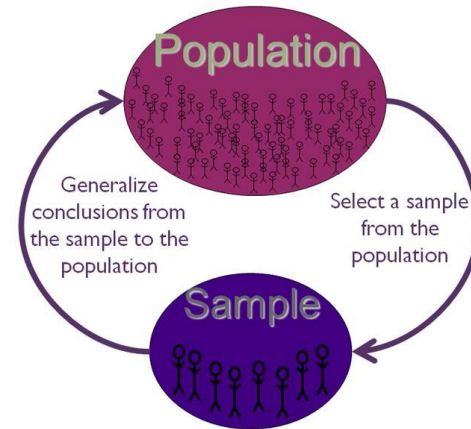
- Recommend to include all types



(3) Planning and Methodology (Cont'd)

- ✓ Environmental Scan and Workflow Mapping
 - Conduct environmental scan to 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
- ✓ Preparation for Data Collection
 - Design a form for data collection
 - Formulate guidelines for data collection and input (what? how? by whom?)
 - Provide a list of definitions for certain activities

(3) Planning and Methodology (Cont'd)



✓ Sampling

- Recommend to capture all transactions
- Consult statistician for sampling strategy & methodology whenever necessary

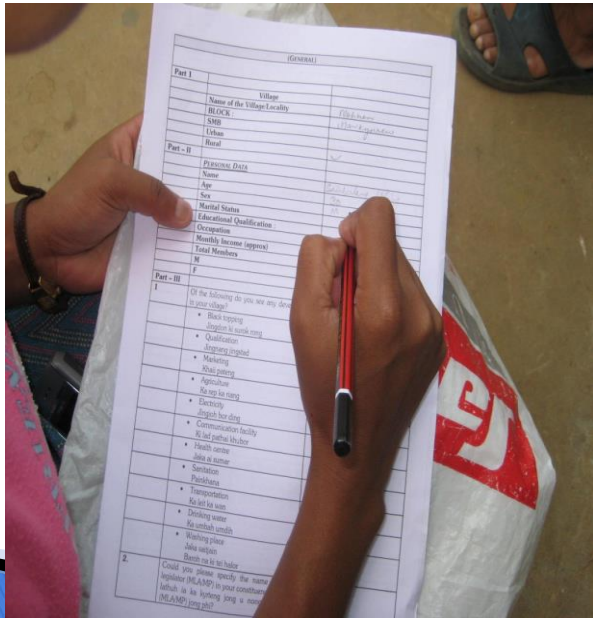
✓ Test Run

- Test feasibility of work plan & implementation

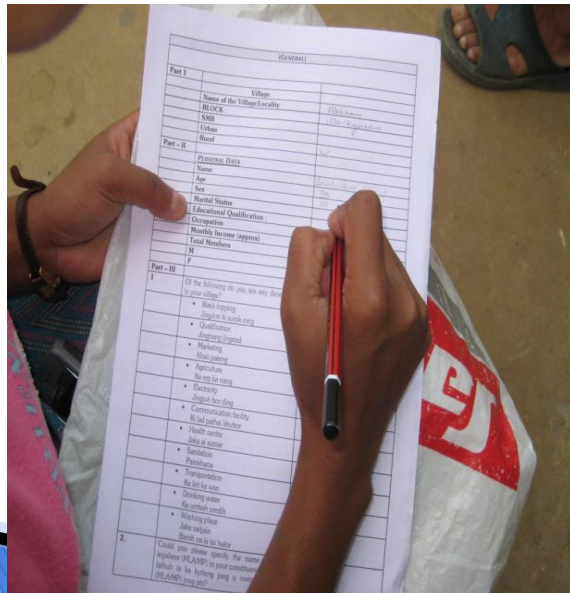
Phase 2: Data Collection & Recording



- ✓ Ascertain all the processes and records involved (automated / manual)
- ✓ Ascertain the processes and the parties responsible for collection & recording 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



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

Phase 3: Data Analysis & Conclusion

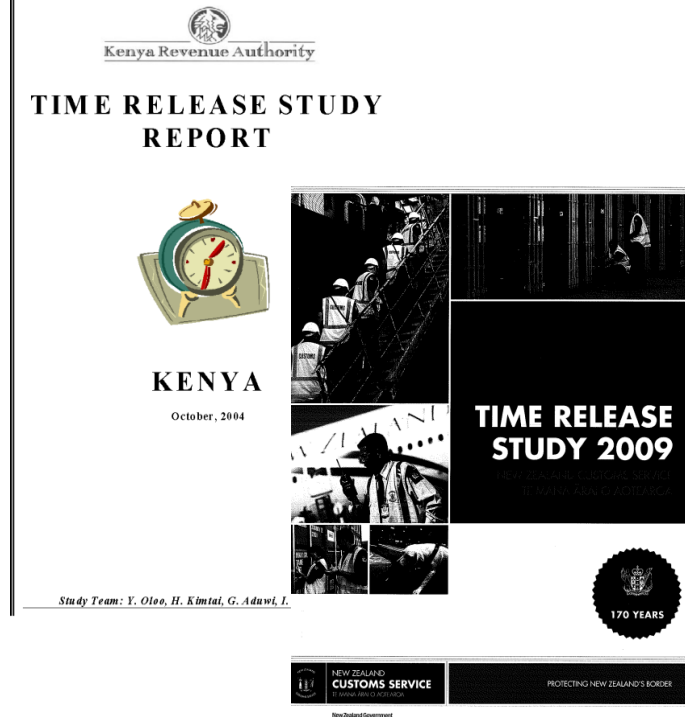


- Ensure that all data collection forms are returned
- Verify raw data in every form for accuracy & quality
- Set aside data collection forms with errors pending further verification (Data still usable if the errors are not significant)
- Set aside incomplete forms pending further examination (Missing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

Phase 3: Data Analysis & Conclusion

✓ Final Report

- Objectives
- Scope
- Methodology
- Analysis
- Conclusion
- Recommendations
(Action Plan)



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

Appendix 6: Model Press Release

[Name and symbol of the Customs Administration]

MEDIA RELEASE

[date]

[Title]

Outline

[] Customs today released the findings of its first [second, third.....] Time Release Study (TRS), which measures and reports the time taken by Customs to release imported cargo.

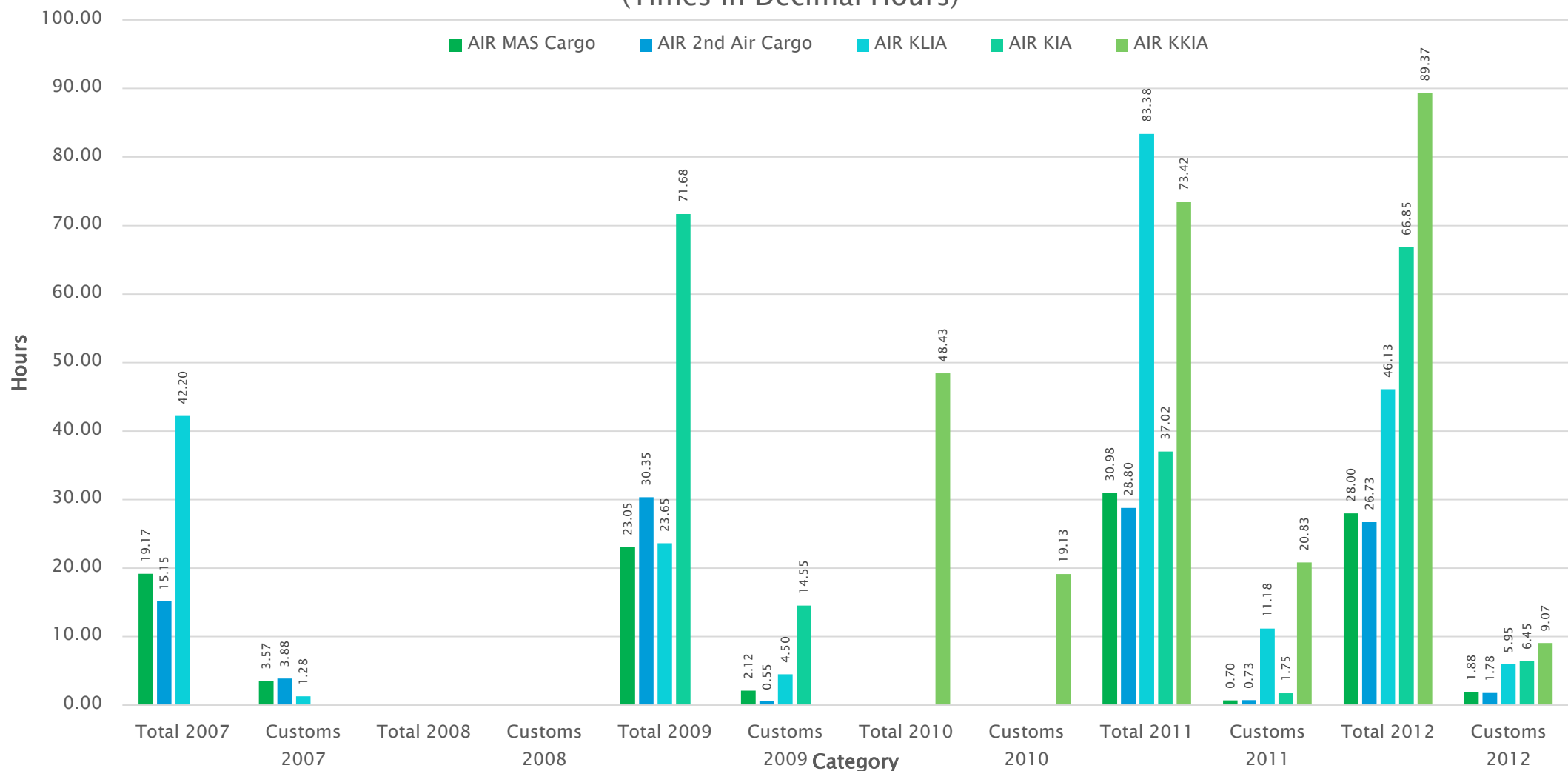
The DG of Customs [] said it was pleasing to [show the results of the first study as an objective indicator for trade facilitation] or [see improvements in [year] which he attributed largely to the efforts of Customs, trade related agencies and trade working together for a seamless international transaction] .

Tips for Success

- ✓ Proper planning and monitoring
- ✓ Good communication with parties involved
- ✓ Objectivity in analysis and report
- ✓ Adequate publicity for the findings & way forward



Time Release Study – Malaysia – AIR Category (Times in Decimal Hours)



Total = Time from arrival of aircraft to removal from airport **Customs** = Time from lodgement of declaration to release

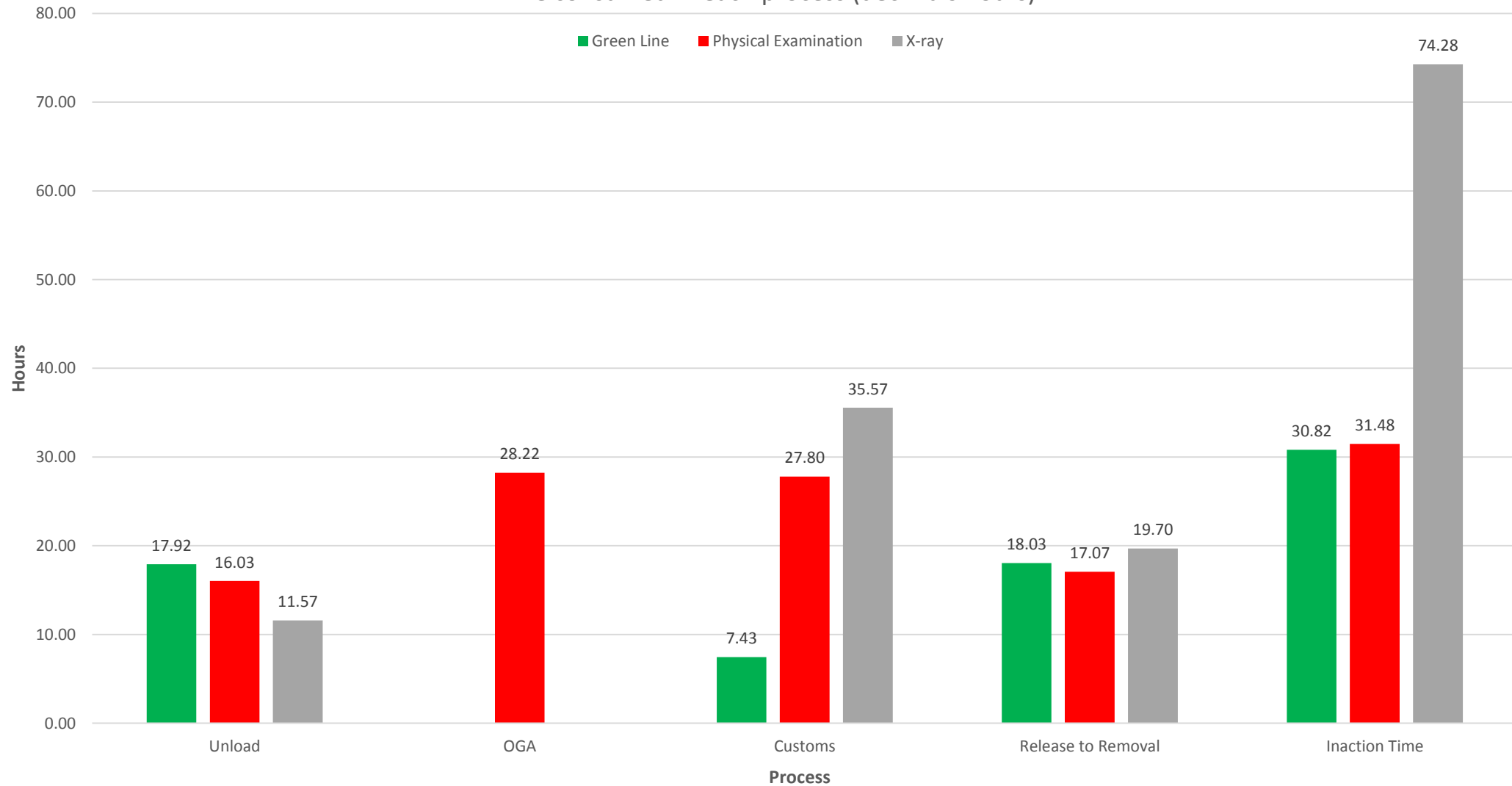


Japan Fund for Poverty Reduction



TRS-Thailand Laem Chabang Port-2012

Time consumed in each process (decimals hours)



Japan
Fund for
Poverty
Reduction



THANK YOU



Japan
Fund for
Poverty
Reduction

