



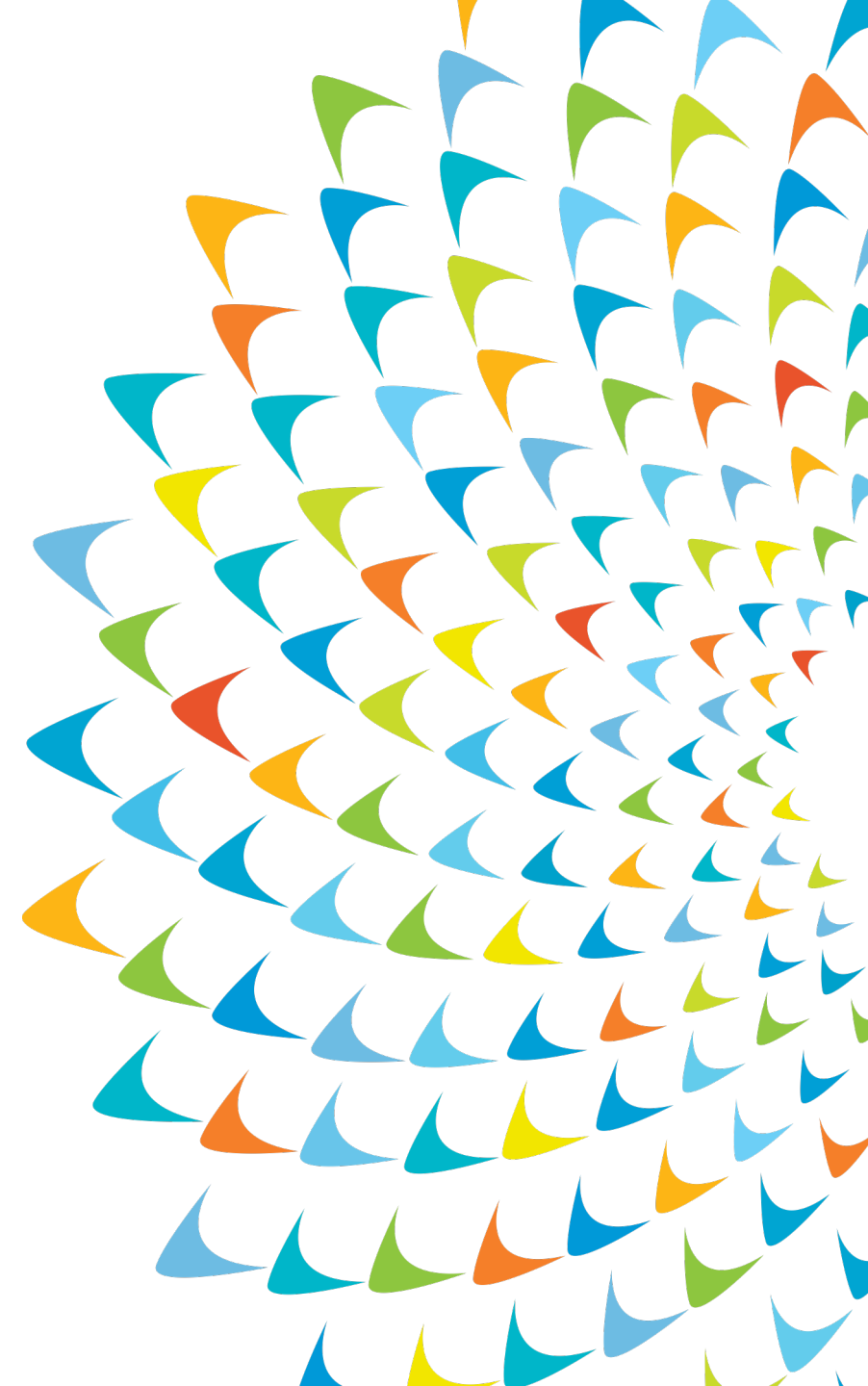
# ENHANCE AND ACCELERATE THE IMPLEMENTATION OF THE AEO PROGRAM IN MONGOLIA

**In-person Workshop on Authorized  
Economic Operator(AEO) Program**

**Session 12: Setting Performance-based  
Metrics**

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# Performance Measurement and Monitoring

## Establish Performance Measures

- Establish key performance indicators (KPIs) to measure the AEO program. These KPIs will be critical to demonstrate both internally within the Customs administration, as well as with the private sector, that the program is achieving the expected results, including the delivery of tangible benefits.

## Establish Quality Assurance and Control Procedures

- Establish quality assurance and control procedures for review of the program's performance.

## Have an Audit/Evaluation Plan in Place





- Consider conducting periodic programme evaluations and audits to identify areas for improvement, and ensure the programme is performing and meeting its objectives.

## Develop a Feedback Mechanism

- The AEO programme must continuously address areas of eligibility, risk assessment and vetting, supply chain security, validation and compliance requirements.



# Performance Measurement Strategy

-  Transparency, coordination, trading community credibility, flexibility and effectiveness are the key principles upon which the AEO Program shall stand.
-  By implementing the strategy, the enhancement of the AEO Program shall strive to these principles in Customs' culture.
-  The adoption of these principles must be a long-term objective which shall be achieved by a certain time frame and will be accomplished based on new working practices and attitudes.
-  Determine on how the baseline data would be set. This can be qualitative, in which case the assessment criteria need to be identified, or it can be numerical or using a scale, in which case the formula or scales with categories need to be identified.



# Service Value Generating Mechanisms

Secure,  
Transparent and  
Timely

- Provide AEO criteria, validation, authorization, including tangible benefits in a secure, transparent and timely manner

Increases in  
Efficiency

- Both government and business obtaining increased outputs or goal attainment with the same resources or obtaining the same outputs or goals with lower resource consumption. (e.g. reduce time and costs for clearing goods as a trusted partner);

Increases in  
Effectiveness

- Increasing the quality and quantity of the services. (e.g. increase revenue, better risk management, cost savings for the trading community and logistics actors);

Enablement

- Providing means or allowing otherwise infeasible or prohibited desirable activity or preventing or reducing undesirable events or outcomes. (e.g. optimizing the uptake of the program, raising awareness, increase control, preventing fraud);



# AEO Key Performance Indicator 1

Key Performance Indicator	Performance Indicator	Baseline Data (2024)	Target (2025)	Actual (2025)	Unit of Measurement	Data Source / Reporting Authority	Reporting Frequency
<b>Optimizing the Uptake of the AEO Program</b> <i>Intent: "Increased trust in the relationship with economic operators"</i>	Number of AEO application received	2	10		Number of application submitted	Risk Management Department	Monthly
	Number of Approved (Trusted Partners)	2	3		Number of application approved	Risk Management Department	Monthly
	Acceptance of the AEO Program's Authorization Process and Benefits	2	10		Rating, 1 – 10	Risk Management Department	Monthly



# AEO Key Performance Indicator 2

Key Performance Indicator	Performance Indicator	Baseline Data (2024)	Target (2025)	Actual (2025)	Unit of Measurement	Data Source / Reporting Authority	Reporting Frequency
<b>AEO involvement in Trade</b> <i>Intent: "The percentage of the annual trade value (i.e. volume of trade) generated by AEOs for importation and exportation"</i>	AEO trade with Central Asia				AEO trade / Annual Total Trade	Risk Management Department	Monthly
	AEO trade with EU and US				AEO trade / Annual Total Trade	Risk Management Department	Monthly
	AEO trade with East Asia				AEO trade / Annual Total Trade	Risk Management Department	Monthly
	AEO trade with other Countries				AEO trade / Annual Total Trade	Risk Management Department	Monthly



# AEO Key Performance Indicator 3

Key Performance Indicator	Performance Indicator	Baseline Data (2024)	Target (2025)	Actual (2025)	Unit of Measurement	Data Source / Reporting Authority	Reporting Frequency
<b>Time to Clear Goods (AEO Trade)</b> <i>"Physical release time from the lodging of the customs declaration"</i>	Time to Import				Time Measurement Study	Risk Management Department	Monthly
	Time to Export				Time Measurement Study	Risk Management Department	Monthly
	Time to Transit				Time Measurement Study	Risk Management Department	Monthly



# AEO Key Performance Indicator 4

Key Performance Indicator	Performance Indicator	Baseline Data (2024)	Target (2025)	Actual (2025)	Unit of Measurement	Data Source / Reporting Authority	Reporting Frequency
Cost to Clear Goods (AEO Trade)	Cost to Import				Cost Measurement Study	Risk Management Department	Monthly
	Cost to Export				Cost Measurement Study	Risk Management Department	Monthly
	Cost to Transit				Cost Measurement Study	Risk Management Department	Monthly



# AEO Key Performance Indicator 5

Key Performance Indicator	Performance Indicator	Baseline Data (2024)	Target (2025)	Actual (2025)	Unit of Measurement	Data Source / Reporting Authority	Reporting Frequency
Service Commitments / Benefits for AEO Trade	Number of Service Commitments Published	10	15		Service Pledges Published	Risk Management Department	Monthly
	Number of Additional Benefits Provided	10	15		Number of Legal Orders Approved as AEO Trade Benefits	Risk Management Department	Monthly



# AEO Key Performance Indicator 6

Key Performance Indicator	Performance Indicator	Baseline Data (2024)	Target (2025)	Actual (2025)	Unit of Measurement	Data Source / Reporting Authority	Reporting Frequency
<b>Paperless Customs Declarations</b>	Category 4 (High Value)				No. of Declarations for Cat 4 Digitized	Risk Management Department	Monthly
	Category 3 (Low Value – Dutiable)				No. of Declarations for Cat 3 Digitized	Risk Management Department	Monthly
	Category 2 (Low Value – Non - Dutiable)				No. of Declarations for Cat 2 Digitized	Risk Management Department	Monthly
	Category 1 (Postal - Documents)				No. of Declarations for Cat 1 Digitized	Risk Management Department	Monthly



# AEO Key Performance Indicator 7

Key Performance Indicator	Performance Indicator	Baseline Data (2024)	Target (2025)	Actual (2025)	Unit of Measurement	Data Source / Reporting Authority	Reporting Frequency
Time to Release (Selectivity Colors for AEO Trade)	Green Lane Entries				Green Lane Declarations	Risk Management Department	Monthly
	Yellow Lane (Documentary Check)				Yellow Lane Declarations	Risk Management Department	Monthly
	Red Lane (Physical Inspection)				Red Lane Declarations	Risk Management Department	Monthly



**Thank you**

