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# **Performance Measurement and Monitoring: UNESCAP and WCO Methodologies**

**23 April 2008 • Baku  
Asian Development Bank**

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# Corridor Performance Measurement

- Physical infrastructure (transport, logistics, and Customs)
- Customs and other trade/transport regulations and procedures
- Logistics services
- Time/Cost - Distance analysis along selected CAREC corridors
- Time Release analysis of procedures at CAREC border posts
- Logistics performance analysis along selected CAREC corridors

# Performance Measurement: Indicators

Performance indicators are quantitative and periodic assessments of a process (movement of goods) that help define and measure progress toward a specific goal (trade facilitation) in terms of:

- Time is the amount of time taken to complete the movement of the good from the beginning to the end of the route
  - Total time for trade procedures
  - Time for Customs inspection
  - Time for technical control
  - Time for trade document procedures
  - Inland transport time
- Costs are the payments related to the movement of the good and transport vehicle
  - Total cost for trade-related procedures
  - Terminal-related charges
  - Cost for trade document procedures
  - Border control costs
  - Inland transport costs

# Performance Measurement: Indicators

- Performance is also measured in terms of complexity:
  - number of documents and signatures per transaction
  - criteria for customs inspection
  - % and level of inspection
  - inland transport speed per day
  - number of inspection agencies
  - % of containers electronically scanned, % physically inspected
- For landlocked economies, additional indicators are:
  - Waiting time at border crossings
  - Inland freight cost (through transit country)
  - Harmonization of documents with transit country
  - Number of transit countries crossed
  - Number of borders crossed
  - Whether there is free transit access for vehicles across borders



# Performance Monitoring along Corridors

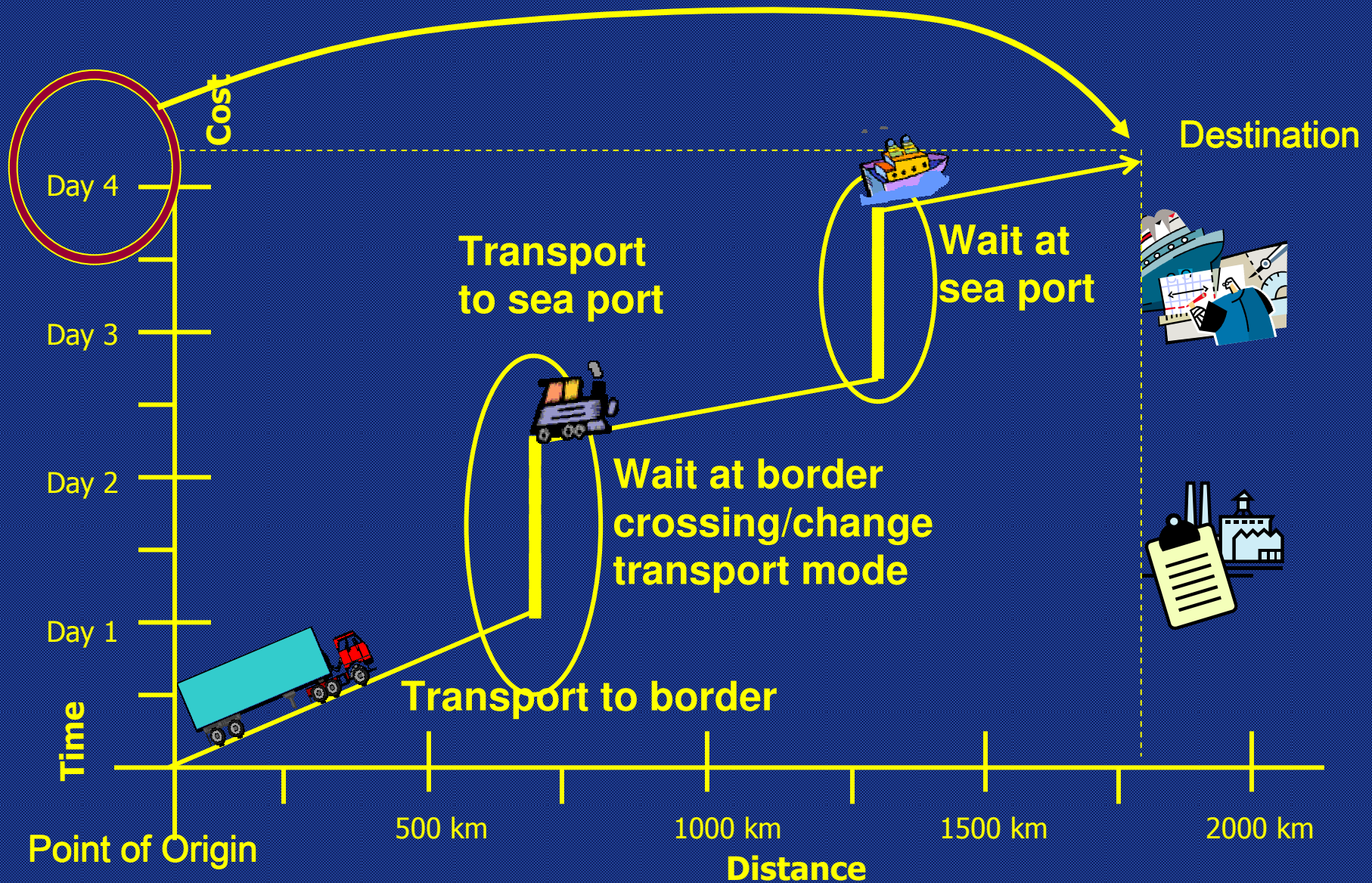
Surveys will be conducted by transport operators on a quarterly basis to record the time and costs they incurred in transporting goods from point to point along CAREC corridors using the “Time/Cost -Distance” methodology developed by UNESCAP

- date, name of transporter
- route (i.e. place of departure and destination)
- type of cargo, quantity and/or value of goods transported
- [for road only] nationality of driver, country of vehicle registration
- date goods leave the place of departure, date goods arrive at final destination
- international transit system used

For each stop along the route, the following will be asked:

- place of departure, time spent per activity, costs by type
- mode of transport
- distance to next stop, duration of travel
- cost per leg
- place of next stop
- reason for stop
- description of stop - specify activity, duration and costs
- description of actions taken with breakdown of time and costs

# Performance Monitoring along Corridors



# Performance Monitoring along Corridors

Microsoft Excel - EN\_0507\_TCD Template detailed v2.0.xls

File Edit View Insert Format Tools Data Window Help

Type a question for help

K11 Exit Border Crossing

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
2				<b>LEG 1</b>							<b>LEG 2</b>							<b>LEG 3</b>			
3	<b>Place of departure</b>	Name of city:									0							0			
4		Name of country:									0							0			
5	<b>Mode of Transport</b>			road							rail										
6	<b>Distance to next stop</b>			km							km							km			
7	<b>Duration of travel</b>			hrs min							hrs min							hrs 0 min			
8	<b>Costs per leg</b> (while en route, in USD)			\$0.00							\$0.00							\$0.00			
9	<b>Place of next stop</b>	Name of city:																			
10		Name of country:																			
11	<b>Reason for stop</b>			Intermediate Stop							Exit Border Crossing										
12	<b>Description of stop</b>				Type of activity		Duration		Costs		Intermediate Stop							Type of activity		Duration	
13		Activity A at stop					hrs min				Exit Border Crossing									hrs	
14		Activity B at stop					hrs min				Entry Border Crossing									hrs	
15		Activity C at stop					hrs min				Final Destination									hrs	
16		Activity D at stop					hrs min				hrs min							\$0.00		hrs	
17		Activity E at stop					hrs min				hrs min							\$0.00		hrs	
18		Activity F at stop					hrs min				hrs min							\$0.00		hrs	
19	Activity G at stop					hrs min				hrs min							\$0.00		hrs		
20				0		hrs 0 min		\$0.00		0 hrs 0 min							\$0.00		0 hrs		
21	<b>Description of actions taken</b> (e.g. procedures, formalities applicable to the section of the route).																				
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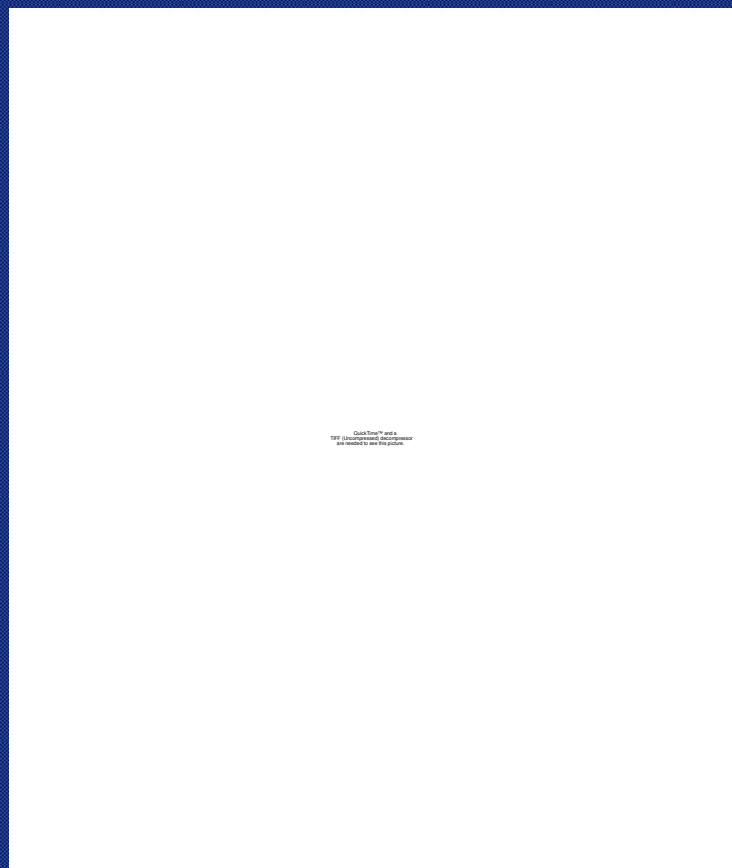
# Performance Monitoring at Border Posts

At border crossing stops, the WCO “Time-Release” method which measures the average time taken between the arrival of goods at the border post and their release to the importer/broker will be used:

- Customs office and location
- Type of transport document, document number
- Declaration number, declarant code, name and identification number
- Type of declaration, form of declaration
- Goods regime
- Goods classification (tariff heading, value, origin, weight)
- Date/time of:
  - arrival at border
  - unloading, beginning and end
  - delivery to temporary storage
  - lodgment of declaration, acceptance of declaration
  - documentary control, beginning and end
  - physical inspection, beginning and end
  - laboratory analysis
  - intervention by other agencies, authorization granted by other agencies
  - assessment of duty, payment of duty
  - release of goods
  - removal of goods



# Performance Monitoring at Border Posts: Sample Form



QuickTime™ and a  
PDF (Acrobat) Reader™ are  
required to see this picture.

# Performance Monitoring of Logistics Services

Perceptions of logistics performance will be assessed in 7 areas:

- Efficiency of clearance by Customs and other border agencies
- Quality of transport & information technology infrastructure for logistics
- Ease and affordability of arranging international shipments
- Competence of the local logistics industry
- Ability to track and trace international shipments
- Domestic logistics costs
- Timeliness of shipments in reaching destination

This includes quantitative data on the following:

- Rate of physical inspection (%)
- Customs clearance (days)
- Lead time for export (days), for import (days)
- Number of border agencies for exports, for imports
- Possibility of a review procedure (%)
- Typical charge for a 40-foot export container (US\$)
- Typical charge for a 40-foot import container (US\$)

# **Thank You**

## **Questions and Comments:**

<http://adb.org/Projects/TradeFacilitation>