

Performance Measurement



The Performance Measurement (PM) system seeks to modernize the process of Customs Services, through the use of empirical evidence and objective measurements, in support of the reform process.



Liberia

SITUATION

The Liberian Bureau of Customs and Excise requested WCO's assistance for implementing a performance measurement system. The system should use data from the automated Customs clearance system to generate information on specific Customs procedures, aimed at improving effectiveness, efficiency and reducing practices related to corruption.

SOLUTION

An MOU was signed between the World Customs Organization (WCO) Secretary General and the Secretary General of UNCTAD, for the two organizations to develop a PM module in the ASYCUDAWorld system. This would be piloted at Monrovia, Freeport, Liberia. The module is now referred to as "ASYPM" and is currently being implemented in 8 other countries. This tool contributes to the promotion of integrity within the Customs institution, and its major stakeholders.

RESULT

Using PM in the context of anti-corruption and trade facilitation within Liberia's Customs administration produced a new type of relationship between top management and frontline officers, as well as between Customs and its stakeholders. The PM system has provided key benefits such as:

- Data readily available for studying operational trends and enabling decision-making
- Information used by the Senior Management Team to take prompt and direct measures to stop some of the existing bad practices (i.e. rerouting and manual assignment of declarations)
- Between January 2015 and January 2017, clearance time was reduced by 53% (from 13.8 days to 6.5 days).

1st

Administration to have implemented the ASYCUDA Performance Measurement module.

"What we are doing means nothing if the results cannot be presented to somebody to take decisions."

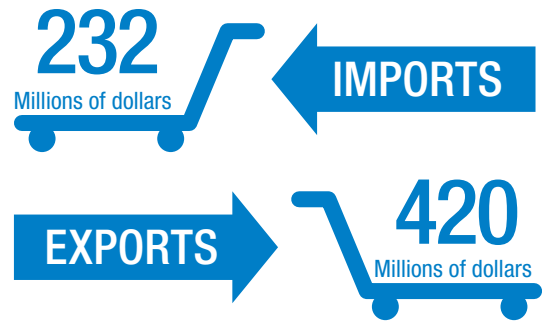
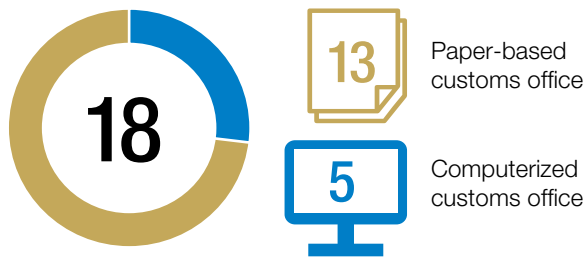
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Performance Measurement

Size of Project

Total number of customs offices



2017 Volume of Activity

Manifests processed



892

Waybills processed



19,141

Import Declarations processed



50,758

Export Declarations processed



1,024

Number of Persons Trained



131

Number of females trained



526

Number of males trained

