

PERFORMANCE MEASUREMENT

The 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.

SITUATION

The Liberian Bureau of Customs and Excise requested WCO's assistance for implementing a performance measurement (PM) 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 eventually related to corruption.

SOLUTION

An MOU was signed between the 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 the years 2015 and 2017, and for time periods January and February, clearance time was reduced by 53% (from 13.8 days to 6.5 days) and by 59% (from 11.9 days to 4.9 days) respectively.



LIBERIA

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.”

**Marcellin Djeuwo,
WCO Accredited Expert**



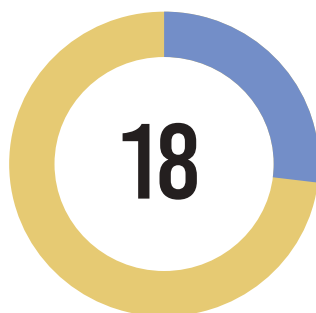
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PERFORMANCE MEASUREMENT

SIZE OF PROJECT

Paper-based
customs office



Computerized
customs office



Total number of
customs offices

Amount of Imports



Amount of Exports



2017 VOLUME OF ACTIVITY



892

Manifests
processed



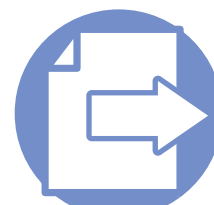
19'141

Waybills
processed



50'758

**Import
Declarations**
processed



1'024

**Export
Declarations**
processed

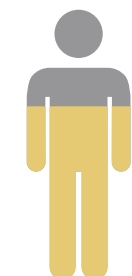


PERSONS TRAINED



Number of
females trained

131



Number of
males trained

526