An integrated tool for measuring Customs performance across countries and over time

- A set of 120 high level indicators related to Customs’ operations and producing performance benchmarks.
- Evaluates the relative strengths and weaknesses of any Customs administration and compares them to good practices.
- All data is objectively verifiable and thus measurements are comparable across countries and across time periods.
- Provides relevant information on Customs performance by collecting data and information from different countries.
# Organization of Indicators

## 7 Dimensions

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## 11 Areas

- Administration and Finances
- Control
- Human Resources
- Information and Technology
- Internal Affairs and Investigations
- International Affairs
- Legal
- Norms and Procedures
- Public Relations
- Statistics and Economic Studies
- Strategic Planning
The Customs Assessment Trade Toolkit (CATT) Web Based System

How Each Toolkit Card Looks

- Information associated to each Indicator:
  - Area
  - Detailed Description
  - Weight and Type of Indicator
  - Measurement Order
  - Good Practice
  - Verification Mechanism
  - Measurement Methodology
  - Sources of Information
  - Formula to Calculate the Indicator
  - Normalization Rules
  - Additional Methodological Comments
  - Dimensions Affected by the Indicator

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Summary: % of administrative processes that are enforced by some process management software (workflow)

Detailed Description: Administrative processes such as purchasing, recruitment, internal investigations, payrolls, vehicle fleet management, inventory, etc., are important in a customs office and the internal efficiency of the customs office is directly proportional to the level of automation of these critical processes. When these processes are automated using a software system, the institutional process memory is reset with permanent changes and the systems allow the processes to remain the same throughout changes in management. Thus, the process enforcement by software contributes substantially to the institutionalization of the customs office.

Weight: 1

Allowed Values: Type Percent

Measurement Order: Higher/More better

Good Practice: Automation: International Chamber of Commerce (ICC) (p-3) International Customs Guidelines (ICC Cooperation Agreement with the WCO)

The Role of Information Technology in Customs Modernization (Chapter 13): Customs Modernization Handbook, World Bank

Verification Mechanism: Process management software implemented and operational in processes considered. Manuals and procedures of the process management software

Measurement Methodology: Identify all administrative processes enforced by some management software and compare with all administrative processes. Examples: purchasing process, customs compliance process, legal processes, etc.

Sources of Information: List of all administrative processes automated in the process management software.

Formula: Number of Customs administrative processes enforced by some management software / Total of Customs administrative processes

Normalization Rules: Customs office must produce a list of supporting administrative processes defined formally in the organization.

For each of these processes the review must verify that a computer system exists that automates the process. It is not sufficient to capture data about the process, and the system must automate the controls and process flows.

Additional Methodological Comments: Customs office must produce a list of supporting administrative processes defined formally in the organization.

Dimensions Affected by the Indicator:
• CATT Version 1
  – Mexico and Dominica.

• CATT Version 2
  – Nicaragua, Costa Rica, El Salvador, Peru, Mexico (second time), Barbados, Saint Lucia, and Guatemala.
Development of CATT Version 3 is under way
Close consultation with WCO
Reviewing structure, indicators and standards to ensure the effectiveness of the tool in all regions
Pilots of CATT Version 3 are expected in 2013
The World Bank has financed more than 100 Customs reform projects (30 current).

CATT is showing potential as a valid tool to measure Customs performance, and as a baseline to measure progress in Customs reform.

WB support to Customs is important and will continue.