



PERFORMANCE MEASUREMENT

Monitoring and Evaluating Implementation of WCO Instruments and Tools

**Joint Session of the 223rd /224th Sessions of the Permanent
Technical Committee and the 11th Meeting Of The Working
Group on the WTO Trade Facilitation Agreement**

5 - 8 March 2019, Brussels

Context

- ❑ **Performance Measurement**
 - Based on WCO mission, closely associated with function of M&E the implementation of WCO standards.
 - Questions raised: what to measure, how to measure and report the results and management (i.e. how to use the results to manage the performance of an organization such as the WCO

- ❑ **Options actively discussed by various WCO working bodies, e.g. RKC Review working group, TFA working group, SAFE Working Group**

- ❑ **Existence of Tools of other international organizations that measure customs performance (DB, LPI, TADAT, TFIs, TTLC, GCI, TPR) generated much discussions among WCO Members resulting PC/Council decision for WCO to explore development of its own tool.**

PC & Council Decisions

□ June 2018 Policy Commission

Members recognized *“the need for Customs to take ownership and begin to conduct self-evaluation, preferably using a performance measurement tool developed by the WCO”*.

Members stressed that “the Organization should have its own robust, comprehensive and fully scientific methodology for performance measurement, thus ensuring that the product is recognized politically”, being the “undisputed standard” for measuring Customs performance, covering all major Customs competencies and going beyond the Time Release Study”

□ June 2018 Council Session

Agreed to establish a new Working Group on Performance Measurement to examine the possible development of a comprehensive WCO performance measurement tool for Customs

Concept Paper Summary

- ❑ **Concept paper elaborated by Secretariat (Doc SP0660E1a)**
 - Analysis of existing WCO tools and those maintained by other international organizations
 - Approaches e.g. data collection, verification, validation, quality assurance, ownership of the assessment process
 - Resource implications
 - Draft ToRs for the WG on Performance Measurement

- ❑ **Issues discussed/considered by PC -**
 - Purpose, scope and use of the New performance measurement tool; and
 - Critical factors of data collection, validation and quality assurance

PC Decisions

- ❑ **All Customs competencies to be included in the new envisaged performance [tool][system][mechanism]**
- ❑ **Customs perspective to be included in the different existing performance measurement tools**
- ❑ **Benchmarking approach as opposed to ranking**
- ❑ **Use of an IT platform and modern technologies for automated data collection and validation**
- ❑ **Involvement of external stakeholders (including academia) for the quality assurance and credibility of methodology**
- ❑ **WCO to conduct the evaluation with the assistance of the Vice-Chairs for the six WCO regions, who would define the mechanism for Customs administrations to be evaluated by their peers**

PC Decisions on Establishment of Working Group on PM

Broadly agreed with Draft ToRs for the establishment of a Performance Measurement Working Group



Provided some suggestions for further consideration and finalization



Draft ToRs with suggested changes circulated among the PC members for further comments



Comments compiled and to be submitted to the next Session of the PC in June, 2019 for endorsement

Business Case for the establishment of the WG on Performance Measurement

- ❑ Requirement to justify the establishment of a working group
- ❑ Provides background and Justification
- ❑ Time frame
 - *part of the draft ToR to be finalized by the PC*
- ❑ Purpose and Scope
- ❑ Means of Operation
- ❑ Funding and Admin Support

- *financial and human resource implications*

Performance Measurement Working Group will assess the resource implications for the WCO Secretariat and Members in relation to the development and management of the WCO performance measurement [system] and provide feedback to the Finance Committee and Policy Commission

Conclusion

PTC/TFAWG invite to -

- ❑ take note of the ongoing work on performance measurement related issues (reference to Doc SP0660E1a on Monitoring/Evaluation of Implementation of WCO Instruments and Tools and Doc PT0093E on Performance Measurement)**
- ❑ take note of the draft Terms of Reference of the proposed Working Group on Performance Measurement, which will be presented to the Policy Commission at its June 2019 session for finalization and approval**
- ❑ Provide any feedback on the draft Business Case for establishment of the new Working Group on Performance Measurement, which will be presented to the Policy Commission at its June 2019 session, for review and approval**



**THANK YOU FOR
YOUR ATTENTION**