STRATEGIC PERFORMANCE MEASUREMENT
STRATEGIC PERFORMANCE MEASUREMENT:

(1) NEEDS:

- Better relationship between the State and the private sector
- Raise customs and academic circles' awareness of the importance of research
- Impact of customs research on the administration in general, and on other spheres of activity
- Establishment of a link between the customs administration and research institutions
- Evaluation of the research results by the requesters
- WCO involvement in raising states' awareness
STRATEGIC PERFORMANCE MEASUREMENT:

• (2) OBSTACLES:
• -LACK OF POLITICAL WILL
• -LITTLE KNOWLEDGE OF CUSTOMS MATTERS
• -INSUFFICIENT FINANCIAL RESOURCES
• -DIFFICULTIES ACCESSING INFORMATION
• -IMPENETRABLE ORGANIZATIONAL CULTURE
• -UNFAMILIARITY WITH CUSTOMS ISSUES
• -LACK OF STRATEGIC MANAGEMENT AND PLANNING
• -INADEQUATE EXPERTISE
• -SHORTAGE OF INDICATORS TO EVALUATE RESEARCH PROGRAMMES
STRATEGIC PERFORMANCE MEASUREMENT:

- (3) PRINCIPLES:
- CONSULTATION
- CO-OPERATION WITH PICARD
- TRANSPARENCY
- LOYALTY
- PARTNERSHIP
- TOLERANCE
STRATEGIC PERFORMANCE MEASUREMENT:

- (4) TOPICS:
  - THE IMPACT OF INTEGRITY ON CUSTOMS’ ACTIVITIES
  - METHODOLOGIES FOR EVALUATING CUSTOMS STRATEGY
  - STRATEGIC PERFORMANCE INDICATORS
  - CUSTOMS MODERNIZATION IN DEVELOPING COUNTRIES
  - CUSTOMS STRATEGIC PLANNING
  - STRATEGY WITHIN CUSTOMS’ ORGANIZATIONAL CULTURE
STRATEGIC PERFORMANCE MEASUREMENT:

- INCLUSION OF INTERNATIONAL AGREEMENTS IN CUSTOMS STRATEGY
- STRATEGIES TO BALANCE COMPLIANCE AND FACILITATION
- STRATEGIES TO DEVELOP AN INFORMATION CULTURE
- PERCEPTION OF CUSTOMS’ ACTIVITY
- IMPACT OF STRATEGIC CUSTOMS MANAGEMENT
MUCHAS GRACIAS