Trade Facilitation Agreement

About Pitfalls and how to avoid them
Outline

• Terms of reference
• Management of expectation
• Key to success
• Conclusion
Perspective

• Border agency: *the professional*

• For companies: one of their challenges

  Amongst other things:
  – Customer satisfaction, brand image, sales, criminality, security, payment by the client

Reliable and plannable supply chain is important, transaction and system costs should be as low as possible
Starting collaboration

• Terms of reference
  – Realistic and reflecting each others roles and functions
• Meaningfull
• Assessment of the quality of public service
  – Role of client
  – More objective role
  – Improving servicelevel and results!
• Be clear about involvement and investment needed
Management of expectations

• Organizations remain to have own role
• Administration is in the driver seat
• Discussions will often focus on “how not on what”
Roadmap to success

- Professional preparation, meeting, reporting and follow-up
  - Involve all parties in agenda-setting
  - Avoid “hobbies”
- “Safe” environment, build on relation and trust
  - Avoid to fall back on traditional roles
- Respect each others’ position
Roadmap to success

• Balance strategical, tactical and operational issues
• Adapt the work procedure to the problem
• Break down larger projects into smaller steps
• Define a clear timeline and measurable results
• Take time for evaluation
• Remember that groups go through lifecycles
Roadmap to success

• Remember that we should fulfill our sponsors’ expectations
• Tell the world about your success
• Sometimes take time to look back and see the difference!
Conclusion

• Collaboration is not an option but a must!

• Communicate and “live” the merits of the collaboration

• Stimulate each other to be ambitious
  – There should always to be something to look forward to!!
Thank you for your attention!

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