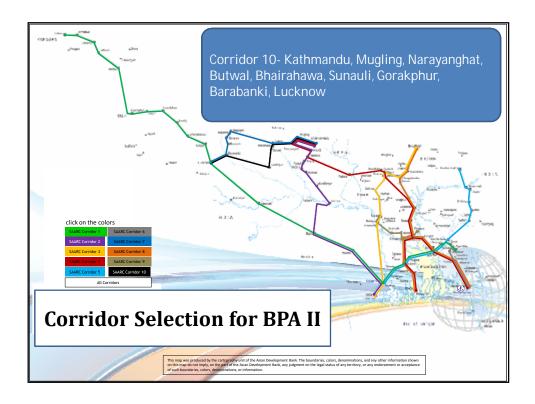


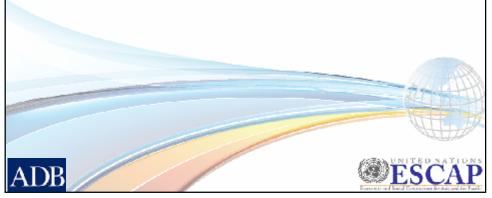
Corridor	Exporter	Importer	tcom		edures (N		Time	Cost
		· ·		Exporter	Importer	Total	(Day)	(US\$/TEU
<i>Corridor 1:</i> Kakarvitta- Panitanki-Fulbari- Banglabandha	Nepal	Bangladesh	Lentil	18	13	31	23.40	791.8
	Bangladesh	Nepal	LAA	12	16	28	29.26	1402.05
Corridor 2: Phuentsholing- Jaigaon-Hasimara- Changrabandha - Burimari	Bhutan	Bangladesh	Orange	18	14	32	18.60	569.84
	Bangladesh	Bhutan	Fruit Juice	9	16	25	20.13	527.61
<i>Corridor 3:</i> Kathmandu-	Nepal	Third country*	Carpet	23		23	26.00	2285.40
Birgunj-Raxaul- Kolkata	Third country**	Nepal	CSO		21	21	18.00	689.74
	processes	**Exclu	iding import	processes	(ES	ČA.





Why performance measuring and monitoring?

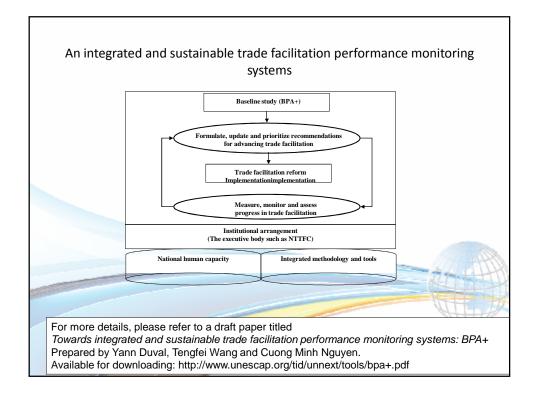
- If you can't measure it, you can't manage it
- You can't manage what you can't measure



What are the normal weaknesses of current measuring and monitoring approaches?

- Often ad-hoc
- Often expensive
- Often lack of a standard method (each country or area may have its own measurement method)
- A comparison between countries may not be fair (compare a pear with a pear?)

ESCAP



Performance indicators	 Cal output of the 'System' Time and cost needed to complete the various activities part of the import/export/transit process (e.g., "obtain import license",) for selected/strategic products; Average time taken from the arrival of the goods to their release (by Customs) and breakdowns of each operation between arrival and release Average time and cost involved in moving a shipment along a specified
Process and procedure description	 route/corridor Use case and activity diagrams (i.e., standardized process and procedures maps); Time-procedures chart; and Time/Cost -distance charts Process descriptions, including a list of agencies and stakeholders involved as well as a list of , trade forms and documents and related laws, rules and regulations; A list of identified bottlenecks
Recommendations	 An analysis of the bottlenecks and identification of possible solutions to address them Actionable and prioritized list of recommendations for implementation

