Appendix C Objectives and Target of Import Customs Clearance

No.	Key performance indicators	Target	Formula	Quality	Safety & Env.	Efficiency	Non productive cost	CS	Audit	Port office	Transport	Debit Note	BST	Quality Objectives	Remark
				Category				Scope							
1	Accuracy to create IED	≥ 985 per 1000	Accuracy IED x 100 / Total IED	✓				★	✪					Process import customs formality under Thai customs law	
2	Success to transfer IED data via EbXML systems	≥ 950 per 1000	(Total IED transfer - Re-transfer Time)x100 / Total IED	✓				★					✪	Reduce cost of operation error	
3	Success to check IED	≥ 995 per 1000	Accuracy checked IED x 100 / Total IED	✓				✪	★	✪				Process import customs formality under Thai customs law	
4	Success to dispatch job order	1000 per 1000	Job Oder delevery on time x 100 / Total Job Order	✓				★			✪			Operate transportation under customer's rule & regulation	On time is time fix as customer require or customer acceptable
5	Success to dispatch truck job oder (Normal Case)	1000 per 1000	Job Oder delevery on time x 100 / Total Job Order	✓				✪			★			Operate transportation under customer's rule & regulation	On time is time fix as customer require or customer acceptable
6	Success to dispatch truck job oder (Urgent Case)	≥ 950 per 1000	Job Oder delevery on time x 100 / Total Job Order	✓				✪			★			Operate transportation under customer's rule & regulation	On time is time fix as customer require or customer acceptable
7	Success to dispatch haulage job oder (Normal Case)	≥ 900 per 1000	Job Oder delevery on time x 100 / Total Job Order	✓				✪			★			Operate transportation under customer's rule & regulation	On time is time fix as customer require or customer acceptable
8	Success to dispatch haulage job oder (Urgent Case)	≥ 600 per 1000	Job Oder delevery on time x 100 / Total Job Order	✓				✪			★			Operate transportation under customer's rule & regulation	
9	Recompense for import process	≤ 1%	Total Claim Expense (THB) x 100 / Total Import Revenue (THB)				✓	★		★	★	✪		Reduce cost of operation error	
10	Success to prepare shipping document for customs clearance per Debit note	≥ 995 per 1000	Completed shipping document x 100 / Total shipping document	✓							★	✪		Accuracy to billing service charge	
11	Success to create debit note	≥ 995 per 1000	Accuracy Debit Note x 100 / Total Debit note	✓								★	✪	Accuracy to billing service charge	
12	Customer satisfy average	≥ 80% Criteria score	Sum average score of all customers / No. of reply customer	✓				★			★	★		Take customer satisfaction report action for improvement	
13	Percent of participants attend the training course	≥ 95%	No of employees who attend all training courses x 100 / number of target group of all training course	✓				★	★	★	★	★	★	To evaluate the achievement of personal skill and encourage to develop human capability and talent.	

Note :   ★ = Auditee Team   ✪ = Data Collector   IED = Import entry document

Only ISOTHAI member