

Appendix D Objectives and Target of Export Customs Clearance

No.	Key performance indicators	Target	Formula	Category				Scope								Quality Objectives	Remark
				Quality	Safety & Env.	Efficiency	Non productive cost	CS	Audit	Port office	Transport	Debit Note	Form	19 Bis & Tax	BST		
1	Accuracy to create ED	≥ 998 per 1000	$\frac{\text{Accuracy ED} \times 100}{\text{Total ED}}$	✓				★	✱							Process export customs formality under Thai customs law	
2	Success to transfer ED data via EbXML systems	≥ 950 per 1000	$\frac{(\text{Total ED transfer} - \text{Re-transfer Time}) \times 100}{\text{Total ED}}$	✓				★							✱	Reduce cost of operation error	Re-transfer time specific due to CS error
3	Success to submit short declaration	≥ 990 per 1000	$\frac{\text{ED post review} \times 100}{\text{ED Short}}$	✓				★	✱							Process export customs formality under Thai customs law	
4	Success to create cargo control report	≥ 999 per 1000	$\frac{\text{Accuracy cargo control report} \times 100}{\text{Total cargo control report}}$	✓				★	✱							Process export customs formality under Thai customs law	
5	Success to check ED	≥ 998 per 1000	$\frac{\text{Accuracy checked ED} \times 100}{\text{Total ED}}$	✓				✱	★	✱						Process export customs formality under Thai customs law	
6	Success to dispatch trucking order /receiving Order	1000 per 1000	$\frac{\text{TO,RO on time} \times 100}{\text{Total TO,RO}}$	✓				★			✱					Operate transportation under customer's rule & regulation	On time is sent TO /RO within 14 pm.
7	Accuracy to create export control sheet	≥ 985 per 1000	$\frac{\text{Accuracy export control sheet} \times 100}{\text{Total ECS}}$	✓				★				✱				Accuracy to billing service charge	
8	Success to dispatch truck job oder (Normal Case)	1000 per 1000	$\frac{\text{Job Order delivery on tims} \times 100}{\text{Total Job Oder}}$	✓				✱			★					Operate transportation under customer's rule & regulation	On time is time fix as customer require or customer acceptable
9	Success to dispatch truck job oder (Urgent Case)	≥ 970 per 1000	$\frac{\text{Job Order delivery on tims} \times 100}{\text{Total Job Oder}}$	✓				✱			★					Operate transportation under customer's rule & regulation	
10	Success to dispatch haulage job oder (Normal Case)	≥ 995 per 1000	$\frac{\text{Job Order delivery on tims} \times 100}{\text{Total Job Oder}}$	✓				✱			★					Operate transportation under customer's rule & regulation	On time is time fix as customer require or customer acceptable
11	Success to dispatch haulage job oder (Urgent Case)	≥ 920 per 1000	$\frac{\text{Job Order delivery on tims} \times 100}{\text{Total Job Oder}}$	✓				✱			★					Operate transportation under customer's rule & regulation	
12	Accurucy of information for issue form	≥ 998 per 1000	$\frac{\text{Set of accuracy info} \times 100}{\text{Total set of info}}$	✓				★					✱			Process of issue privilege form cover all concerned party for approval & dispatch to customer on time	
13	Success to issue form (Customer)	≥ 995 per 1000	$\frac{\text{Form submit on time} \times 100}{\text{Total form reached to customer}}$	✓				✱					★			Process of issue privilege form cover all concerned party for approval & dispatch to customer on time	On time is customer received form approval within 3 days from CS sent out completed set
14	Success to issue form (Government house)	≥ 990 per 1000	$\frac{\text{Form approved} \times 100}{\text{Total form submit}}$	✓				✱					★			Process of issue privilege form cover all concerned party for approval & dispatch to customer on time	
15	Success to up ED status from 03 to be 04	≥ 997 per 1000	$\frac{\text{ED changed Status to 04 on time} \times 100}{\text{Total ED}}$	✓					✱	★						Process import customs formality under Thai customs law	On time is status changed to be 04 within 14 days since ETD
16	Recompense for export process	≤ 1%	$\frac{\text{Total Claim Expense (THB)} \times 100}{\text{Total Export Revenue (THB)}}$				✓	★	★	★	★	✱	★	★		Reduce cost of operation error	
17	Success to claim tax coupons (tax & duty compensation)	1000 per 1000	$\frac{\text{Accuracy Job /claim within 30 days} \times 100}{\text{Total Job}}$	✓										★	✱	Claim duty refund & privilege under Thai customs law	30 days since receive complete /accuracy related document 'til receive tax coupons
18	Success to claim tax & duty (19 Bis)	≥ 70 per 100	$\frac{\text{Accuracy Job /claim within 90 days} \times 100}{\text{Total Job}}$	✓										★	✱	Claim duty refund & privilege under Thai customs law	90 days since receive complete /accuracy related document 'til job approval
19	Success to submit formula	≥ 30 per 100	$\frac{\text{Job approved within 30 days} \times 100}{\text{Total Job}}$	✓										★	✱	Claim duty refund & privilege under Thai customs law	30 days since receive complete/accuracy related document 'til job approval
20	Success to prepare shipping document for customs clearance per Debit note	≥ 998 per 1000	$\frac{\text{Accuracy/correct of shipping document} \times 100}{\text{Total set of shipping document}}$	✓						★		✱				Accuracy to billing service charge	
21	Success to create debit note	≥ 995 per 1000	$\frac{\text{Accuracy Debit Note} \times 100}{\text{Total Debit note}}$	✓										★	✱	Accuracy to billing service charge	
22	Customer satisfy average	≥ 80% Criteria score	$\frac{\text{Sum average score of all customers}}{\text{No. of reply customer}}$	✓				★			★	★		★		Take customer satisfaction report action for improvement	
23	Percent of participants attend the training course	≥ 95%	$\frac{\text{No of employees who attend all training courses} \times 100}{\text{number of target group of all training course}}$	✓				★	★	★	★	★	★	★	★	To evaluate the achievement of personal skill and encourage to develop human capability and talent.	

Note : ★ = Auditee Team    ✱ = Data Collector    ED = Export Declaration Document