



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS
MANILA
BOX NO. 443
ZIP CODE NO. 1099

AUG 14 1997

CUSTOMS MEMORANDUM ORDER
No. 22-97

To: All Service/Division Chiefs
Collectors of Customs
And Others Concerned

SUBJECT : Effective Implementation of the
Bureau's Change Management Program

I. Objective

To ensure that the 5-point agenda for each of the Change Management Assistance Program (CMAP) component shall be carried out efficiently and effectively.

II. Organization

There is hereby created a Change Management Implementation Team, to be composed of the Team Leaders and Assistant Team Leaders of the different components of the Change Management Assistance Program (CMAP).

III. Duties and Responsibilities

1. Human Resources Systems Component

1.1 Review Organizational Structure of the BOC in the Context of the Computerization Program;

1.2 Develop a Human Resource Information System;

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- 1.3 Retooling and skills Development of Personnel in Relation to New Organizational Structure;
- 1.4 Develop an Improved Performance Appraisal System;
- 1.5 Rewards and Incentives; and
- 1.6 Perform other jobs as directed by the Change Management Steering Committee

2. Communication Component

- 2.1 Implementation of long term communication plan;
- 2.2 Implementation of the Suggestion Scheme;
- 2.3 Implementation of the Corps of Speakers Training Program;
- 2.4 Public Relations Partnership with the Department of Budget and Management (DBM);
- 2.5 Continued publication of Customs Today;
- 2.6 Use screen savers for information dissemination; and
- 2.7 Perform other jobs as directed by the Change Management Steering Committee

3. Transformation Process Systems Component

- 3.1 Identify areas requiring intervention and facilitation;
- 3.2 In consultation with the other teams, formulate sequence of activities to be undertaken into plans of action;

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- 3.3 Integrate the plans of action into a blue print for the long hand;
- 3.4 Do the same process and implement the steps and approaches identified for its own 5-point agenda; and
- 3.5 Perform other jobs as directed by the Change Management Steering Committee

The Team Leader of each component shall submit every first week of the month a status report to the Chairman, Change Management Steering Committee.

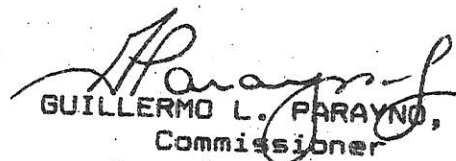
The teams may call on any official, employee or instrumentality of the Bureau for any assistance necessary to carry out their activities effectively and efficiently.

IV. Repealing Clause

All other orders inconsistent with this order are hereby amended or repealed accordingly.

V. Effectivity

This Order shall take effect upon approval.


GUILLERMO L. PARAYNO, JR.
Commissioner