



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS
MANILA 1029

JUL 2010

CUSTOMS MEMORANDUM ORDER

NO. 26-2010

SUBJECT Implementation and Monitoring of the Updated BOC Five-Year Strategic Plan

TO All Deputy/Assistant Commissioners
Service Directors/Division Chiefs
District/Port Collectors
Interim Internal Control Office
Other Customs Officers and Employees Concerned
Others Concerned

1. General Objectives

To ensure that the updated BoC Five-Year Strategic Plan's set objectives are met and realized within the prescribed timeframes

2. Specific Objectives

2.1 To develop and execute implementation plans for all the strategic actions set down in the BoC Five-Year Strategic Plan.

2.2 To develop and implement a systematic monitoring system to track progress and assess performance of each strategic action from the start of its implementation until the desired outcomes are achieved.

2.3 To be able to alert responsible offices and BOC personnel to problems in the performance of their assigned tasks and provide options for corrective actions and help pinpoint accountability

3.0 Administrative Provisions

3.1 For purposes of this Order, **monitoring** means "a continuing function that primarily aims to provide the management and main stakeholders of intervention with timely indications of progress, or lack thereof, in the achievement of results"

3.2 **The Strategic Plan.** The BOC Five Year Strategic Plan (for the period 2008 to 2012) was developed in November 2007 and updated in January 2010. The Plan contains the vision of the Bureau and its missions. To carry out its mission, the following strategic goals were identified:

- Increased Revenue Collection
- Improved Personnel Competence and Welfare
- Secured Trade Facilitation
- Strengthened Enforcement
- Improved Work Environment

For each strategic goal to be achieved, a set of strategic actions are formulated for implementation. A Responsible Group, a Coordinator and a Lead Person are tasked to carry out each strategic action as provided for in the updated BoC Five-Year Strategic Plan and Actions.

3.3 Responsible Group/Coordinator/Lead

Responsible Group

The responsible group, which is any of the BOC functional grouping (i.e. Internal Administration Group or IAG, Assessment and Operations Coordinating Group or AOCG, Revenue Collection Monitoring Group or RCMG, Management Information System and Technology Group or MISTG, Intelligence Group or IG, Enforcement Group or EG and Post Entry Audit Group or PEAG), was assigned based on the inherent characteristic and purpose of the strategic action. For example, if the action is automation of a particular customs procedure, this is assigned to MISTG.

Coordinator

The Coordinator shall oversee, monitor and report on the conduct of the strategic action/s assigned to her/him and shepherd its successful implementation. Her/his works entail the following primary responsibilities:

- Develop detailed implementation plan for each strategic action, shepherd roundtable discussions, learning sessions, strategy workshops, public forums and other activities relevant to the implementation of the strategic action/s.
- Formulate and adopt options/interventions that will facilitate accomplishment of the plan's targets.



- Monitor adherence of her/his group to the set implementation plan.

In most cases, the Coordinator is the Deputy Commissioner/Assistant Commissioner of the assigned Responsible Group.

Lead Person

The lead person shall be responsible for the execution of the implementation plan. She/he shall lead in the conduct of the following activities:

- Assist the Coordinator in the development of the strategic action implementation plan.
- Act as the chairperson of any working group/task force/study group/etc. that may have to be created.
- Facilitate roundtable discussions, learning sessions, strategy workshops, public fora and other activities relevant to the implementation of the strategic action/s.
- Assist the Coordinator in gathering information on the implementation status and in the preparation of required report/s.
- Assist the Coordinator in detecting potential problems and suggest option/s to at least minimize its negative impact on the over-all success of the plan.
- Assist the Coordinator to identify and obtain necessary resources to implement the action plan.

3.4 The coordinator and lead person are assigned based on their current designations an/or assigned specific projects. In case of re-assignment, it is incumbent to turn over the responsibilities to the incoming coordinator/lead person.

3.5. The assigned strategic action/activity of each concerned responsible group/ coordinator/ lead person shall form part of their OPES/PES/CESPES, as the case maybe.

4. Procedures

4.1 Development of an Implementation Plan

4.1.1 The Coordinator shall be responsible in the development of an implementation plan for the strategic action assigned to her/him. She/he shall be assisted by the assigned Lead Person in tasking a working team to develop the plan.

4.1.2. The implementation plan shall be formulated using the attached **Implementation Plan Template in Annex A**. The plan shall serve as the roadmap to direct the working team towards completion of the strategic action/s assigned to them.

4.1.3. Upon completion of the Implementation Plan, a copy shall be furnished the Interim Internal Control Office (IICO) for posting in the BOC Strategic Plan Monitoring System and other relevant performance monitoring system/s such as PES, OPES or CESPES. The BOC Strategic Plan Monitoring System is an activity tracking system configured by the IICO for this purpose using the Microsoft Project software package.

4.2 Performance Monitoring

4.2.1 The Lead Person shall track the conduct of the activity/ies in the implementation plan using as template the Strategic Plan Monitoring Sheet (SPMS) shown in Annex B.

4.2.2 The SPMS shall be used by the Lead Person in the preparation of a quarterly report on the strategic action implementation status. The report format shall follow the Strategic Plan Quarterly Report (SPQR) format described in Annex C.

4.2.3 The Coordinator shall submit to the IICO the SPQR for posting in the BOC Strategic Plan Monitoring System and other relevant performance monitoring system/s (i.e.OPES/PES/CESPES).

4.2.4 The IICO shall produce semi-annual and yearly status reports following the report format illustrated in Annex D and submit the same to the Commissioner, Deputy Commissioners, Assistant Commissioner, Directors and District Collectors for information, and to solicit comments/recommendations particularly for action/s found to have slippage/s in implementation.

5.4. Review/Update of the BoC Strategic Plan

The Yearly Strategic Plan Report, among others, shall be used in the annual review and updating the BOC Five-Year Strategic Plan.

6. Repealing Clause

All other orders, memoranda and other issuances inconsistent with this Order are hereby deemed repealed/modified accordingly.

7. Effectivity Clause

This Order shall take effect immediately upon signing hereof.



NAPOLEON D. MORALES
Commissioner

BUREAU OF CUSTOMS
 UPDATED FIVE-YEAR STRATEGIC PLAN (Y2008-2012)

NUMBER	DESCRIPTION
STRATEGIC GOAL	
STRATEGIC OBJECTIVE	
STRATEGIC ACTION	
RESPONSIBLE GROUP	
COORDINATOR	
LEAD PERSON	
DATE PREPARED	

*Note: Refer to the BOC Five -Year Strategic Plan for detailed descriptions and numbering convention to be used in filling-up the relevant boxes above.

STRATEGIC ACTION IMPLEMENTATION PLAN

ACTIVITY	Target Date for Completion	Responsible Person	Specific Items

Handwritten signature

BUREAU OF CUSTOMS
UPDATED FIVE-YEAR STRATEGIC PLAN (Y2008-2012)
MONTHLY ACTIVITY STATUS MONITORING/TRACKING SHEET

NO.	DESCRIPTION/TITLE
	STRATEGIC GOAL
	STRATEGIC OBJECTIVE
	STRATEGIC ACTION
	ACTIVITY
	LEAD PERSON AND RESPONSIBLE PERSON
	DATE SUBMITTED

*Note: Refer to the BOC Five -Year Strategic Plan for detailed descriptions and numbering convention to be used in filling-up the relevant boxes above.

STATUS: _____ Started (Date Started? _____) _____ On-Going and On Time
 _____ Ahead of Schedule (How many days ahead? _____) _____ Completed (Date Completed? _____)
 _____ Behind Schedule (How many days behind? _____)

If behind schedule, please provide reason/s for the delay.

Remarks/Comments/Recommendations
