

# **ROYAL MALAYSIAN CUSTOMS DEPARTMENT**

## **VISION**

**A World Class Customs Administration**

## **MISSION**

**Collect revenue and provide trade  
facilitation through enforcement of and  
compliance with applicable law to spur  
economic growth, maintain national  
security and public welfare**

**JOINT TRAINING PROGRAMME FOR  
MIDDLE MANAGERS  
ROYAL MALAYSIAN CUSTOMS  
DEPARTMENT (RMCD)  
–  
SINGAPORE CUSTOMS (SC)**

**OBJECTIVES**

- **Improving efficiency and effectiveness of the respective training programs by exchanging best practices in human resource development;**
- **Fostering a sense of internationalization between the respective personnel (i.e. experts, lecturers and/or trainees); and**
- **Contributing to international efforts in organizational capacity building and human resource development in the international Customs community.**

**Day 0 - Sunday  
26 April 2015**

<b>ACTIVITIES</b>	<b>VENUE</b>	
Registration RMCD	Royal Malaysian Customs Academy (Akmal)	Secretariat
Registration SC	Holiday Villa Beach Resort & Spa Langkawi (Holiday Villa)	Secretariat

**Day 1 - Monday  
27 April 2015**

<b>TIME</b>	<b>ACTIVITIES</b>	<b>VENUE</b>	
0800-0830	Registration	Mahsuri Hall	Secretariat
0830-0845	Overview & Housekeeping Briefing	Mahsuri Hall	Secretariat
0845-0945	<b>Course Opening:</b> <ul style="list-style-type: none"> <li>• Opening Statement by SC</li> <li>• Opening Speech by State Customs Director Kedah</li> </ul>	Mahsuri Hall	Secretariat
1000-1100	Coffee/Tea Break (including Group Photo)	Dayang Dining Hall	
1100-1300	Team Building Activity	Mahsuri Hall	Facilitators
1300-1430	Lunch Break	Dayang Dining Hall	
1430-1630	Team Building Activity	Mahsuri Hall	Facilitators
1630-1700	Coffee/Tea Break	Dayang Dining Hall	

**Day 2 - Tuesday  
28 April 2015**

<b>TIME</b>	<b>ACTIVITIES</b>	<b>VENUE</b>	
0830-0930	Introduction to Royal Malaysian Customs Department	Mahsuri Hall	KAKD
0930-1030	Introduction to Singapore Customs	Mahsuri Hall	CTM
1030-1100	Coffee/Tea Break	Dayang Dining Hall	
1100-1300	RMCD's Strategies on Trade Facilitation and Trade Enforcement	Mahsuri Hall	JH
1300-1430	Lunch Break	Dayang Dining Hall	
1430-1630	Warehousing Schemes	Mahsuri Hall	LSF
1630-1700	Coffee/Tea Break	Dayang Dining Hall	

**Day 3 - Wednesday  
29 April 2015**

<b>TIME</b>	<b>ACTIVITIES</b>	<b>VENUE</b>	
0830-1030	Singapore Customs' Implementation of GST	Mahsuri Hall	CSC & TWL
1030-1100	Coffee/Tea Break	Dayang Dining Hall	
1100-1300	RMCD's Stakeholder Engagement in terms of Port Operators	Mahsuri Hall	SA
1300-1430	Lunch Break	Dayang Dining Hall	
1430-1630	RMCD's Stakeholder Engagement in terms of Port Operators – Learning Journey	Mahsuri Hall	SA / Secretariat
1630-1700	Coffee/Tea Break	Dayang Dining Hall	

**Day 4 - Thursday**  
**30 April 2015**

<b>TIME</b>	<b>ACTIVITIES</b>	<b>VENUE</b>	
0830-1030	Singapore Customs Service Excellence Framework & Customs Guide for Travellers	Mahsuri Hall	CCME & MFGM
1030-1100	Coffee/Tea Break	Dayang Dining Hall	
1100-1300	Recruitment & Developing Singapore Customs Officers	Mahsuri Hall	CKN
1300-1400	Lunch Break	Dayang Dining Hall	
1400-1600	Recruitment & Developing Malaysia Customs Officers	Mahsuri Hall	Dato' Ahmad Nadzri bin Embong
1600-1700	Closing Ceremony	Mahsuri Hall	Secretariat
1700-1730	Coffee/Tea Break	Dayang Dining Hall	
2000	Appreciation Dinner	Holiday Villa	Secretariat