



**DIRECTORATE GENERAL OF
CUSTOMS AND EXCISE**

QUALITY MANAGEMENT



Quality Management

Key Message

Effective quality management ensures that we are delivering a quality service to all stakeholders

Quality management aims to shift quality control beyond an individual audit and toward a system of continuous quality assurance

Which of these two definitions do you think is most accurate?

Quality Management is about making sure that our PCA Management teams delivers an excellent service to our customers and other stakeholders

VS

Quality Management involves planning monitoring and reviewing all of our day to day activities so that we deliver the best outcomes for the customs administration and all the stakeholders



Measuring Quality



If we can't
measure it then we
can't improve it

a. Hard Number such as revenue generated

b. Auditing to a published standard

c. Performance of individual departments and staffs

d. Time spent on filling duties



Who is Responsible for quality?

EVERYONE is responsible for quality

Quality management should be a part of PCA management system. It should be integrated in the same way as risk management. It helps audit team to achieve consistency and improve their internal process



Components of Quality Management

Quality Planning : A systematic process that translates quality policy into measurable objectives and requirements.

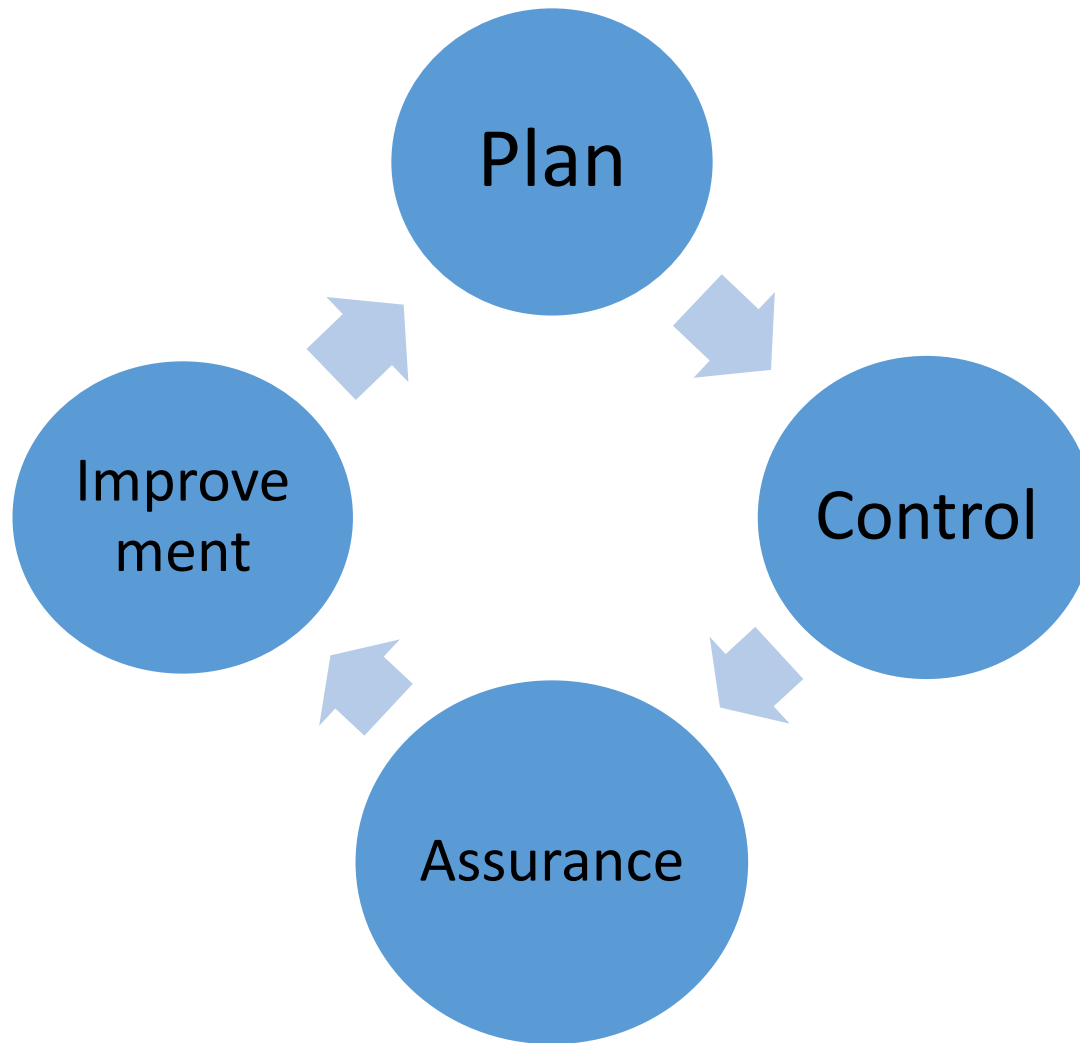
Quality Control : Aimed at satisfying quality requirements by supervising and facilitating process in order to meet specified requirements.

Quality Assurance : involves providing sufficient assurance that quality requirements being satisfied

Quality Improvement : means strengthening a capability which already satisfies the quality requirements



Components of Quality Management





Quality Management Framework

5 KEYS ELEMENTS

Leadership and Direction

The long term intension, vision, mission and direction will be determined and established in the audit strategy

Human Resource Management

Audit personnel are properly trained, are competent and understand the role they play in delivering quality

Audit Management

Appropriate systems and procedures are in place to ensure that is audit is carried out to agreed standards

Relation with traders and stakeholders

Traders and other stakeholders are engaged in the audit process and contribute to quality outcome

Continuous Improvement

Monitor and review in order to identify opportunities for improvement



Measuring Audit Performance/ Measurement Methods



If we are to manage quality, we need to measure how well we are doing so that we can strive to make improvement

- **We must measure quality using both quantitative and qualitative measure**
- **One of the simplest is to use standardised quality measures – measuring the conduct of an audit against an agreed quality standard as defined in the quality framework**
- **The success of an audit can also be measured by the identifications of risk or the reduction in overall risks, as a result of audit activity**



Ketoprak



Asinan Betawi



Kerak Telor



Soto Betawi

● Pickled vegetables with peanut sauce and crackers

● Vermicelli, cabbage, and sprouts topped on rice cakes with peanut sauce

● Glutinous rice, ebi, and egg grilled on pan, sprinkled with seasonings and fried shallot

● Meat Soup with creamy and savory coconut milk

DELICIOUS FOODS.

FOUND THE



**DIRECTORATE GENERAL OF
CUSTOMS AND EXCISE**

THANK YOU

**Directorate General of Customs and Excise
Ministry of Finance of Republic of Indonesia**