



DIREKTORAT JENDERAL
BEA DAN CUKAI

Quality Management

Based on WCO Click Material



Quality Management

Key Message

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

In the context of PCA, quality management designed to ensure that an audit is planned efficiently and executed to a high standard

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?

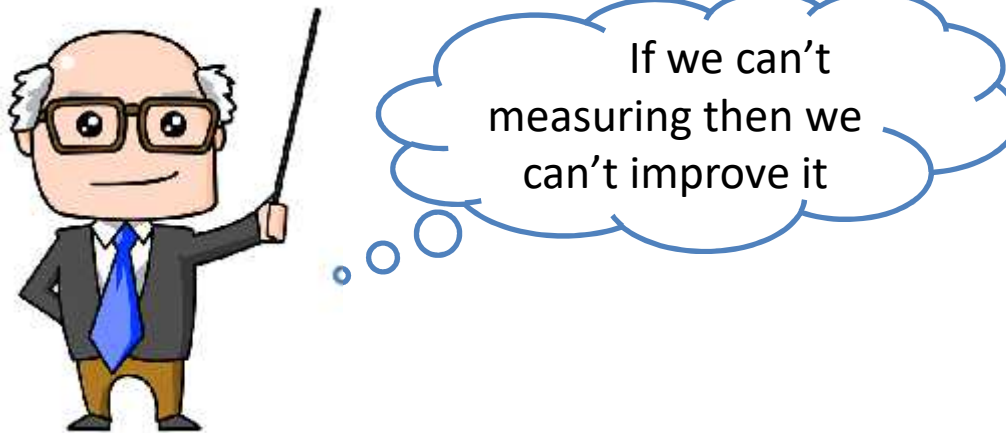
Quality Management is about making sure that our PCA Management teams delivers an excellent service to our customers and other stakeholders

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



Hard Number such as revenue generated

Auditing to a published standard

Performance of individual departments and staffs



Who is Responsible?

EVERYONE is
responsible for quality

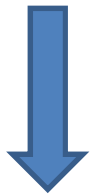
EVERYONE has a
role to play

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



Key Focus Areas

Development of
audit processes,
procedures,
methods and
standards



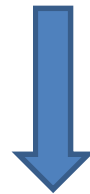
Auditor

Improving the
professional
skills of
auditors



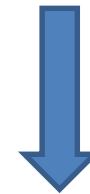
HR Manager

Improving
communication
between
work areas



Liaison Officer

Quality is
something we
are all
responsible for



Department Manager



Components of Quality Management

Quality Planning

- A systematic process that translates quality policy into measurable objectives and measurements, and lays down a sequence of steps for realizing them within specified time frame. A quality objective is an objectives pursued in a quality area, which has been set in accordance with the quality policy

Quality Control

- Aimed at satisfying quality requirements, by supervising and facilitating processes in order to meet specified requirements

Quality Assurance

- Involves providing sufficient assurance that quality requirements are being satisfied

Quality Improvement

- Strengthening a capability which already satisfies the quality of requirements



The Quality Management Framework

Help plan and implement quality management. The framework identifies the things we need to do in order to operate an effective quality management process.

The framework should identify various policies, practices, and procedures within the quality management process

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