

**National Training Workshops on Integrated and Sustainable  
Trade and Transport Facilitation Monitoring Mechanism (TTFMM)**

*Phuentsholing, Bhutan  
10-14 March 2014*

**Programme**

**10 March. Overview of TTFMM and BPA Component**

0900 - 0920	<p><b>Opening Session</b></p> <ul style="list-style-type: none"> <li>• Director, Department of Revenue and Customs (TBC)</li> <li>• ESCAP and ADB</li> </ul>
0920 -1000	<p><b>Module 1. Overview of TTFMM</b></p> <p>This Module will review the general purpose, scope, methodology, institutional arrangement and key outputs of TTFMM. It will highlight how TTFMM would enable a country to monitor and enhance trade facilitation on a continuous basis and in a sustainable manner.</p>
1000 - 1045	<p><b>Module 2. Introduction to Business Process Analysis (BPA)</b></p> <p>In this module will provide an overview the BPA. The participants will learn the important role of BPA for trade facilitation and business process modeling in the implementation of trade facilitation measures, such as business process simplification, data harmonization, and single window implementation. Key project stakeholders of a BPA project, their roles, and responsibilities will be identified. Important qualifications that business process analysts should have will be discussed. This Module will also introduce various outputs of the BPA. The participants will learn UML notations and learn to read and describe UML use case and activity diagram.</p> <ul style="list-style-type: none"> <li>• <i>Introduction to BPA and business process modeling</i></li> <li>• <i>Outputs of BPA</i></li> <li>• <i>UML notations for use case and activity diagram</i></li> <li>• <i>Use of UML modeling tool to draw UML diagrams</i></li> <li>• <i>Exercise: Read UML use case and activity diagram</i></li> </ul>
1045 - 1100	Coffee/tea break
1100 - 1200	<b>Module 2. Continued</b>
1200 - 1300	<i>Lunch</i>
1300 - 1430	<p><b>Module 3. Scoping and Planning a BPA Project</b></p> <p>In this Module, the participants will learn how to initiate a BPA project and define the project scope using UML use case diagram. The nature of BPA project which often involves many stakeholders and prerequisites for project initiation such as political commitment and support will be discussed. The participants will also learn how to develop a work plan to manage the implementation of the BPA project</p> <ul style="list-style-type: none"> <li>• <i>Identifying the scope of a BPA project</i></li> </ul>

	<ul style="list-style-type: none"> <li>• <i>Defining the terms of reference</i></li> <li>• <i>Planning and managing the BPA project</i></li> </ul>
1430 - 1445	<i>Coffee/tea break</i>
1445 - 1645	<p><b>Module 4. BPA Techniques for Data Collection and Recording</b></p> <p>This Module is focused on data collection techniques. Emphasis will be placed on a semi-structure interview. The participants will learn how to document captured data in the activity diagram and time-procedure chart. They will also learn how to develop the process description that further elaborates relevant information not shown in the diagram. All of these will help the participants to eliciting and document the 'as-is' business processes</p> <ul style="list-style-type: none"> <li>• <i>Group Exercise: Drawing activity diagram, time-procedure chart, and simulating role play in interview session</i></li> </ul>
1645 - 1700	<i>Summary</i>

### 11 March. TTFMM: BPA Component

0900 - 1030	<p><b>Module 5. Using BPA for Identification of bottlenecks</b></p> <p>The participants will learn how to use the outputs from the BPA project to identify redundancies and bottlenecks.</p> <ul style="list-style-type: none"> <li>• <i>Group Exercise: Identifying bottlenecks and redundancies</i></li> </ul>
1030 - 1045	<i>Coffee/tea break</i>
1045 - 1200	<p><b>Module 6. Using BPA to formulate Recommendations for Enhancing trade facilitation</b></p> <p>The participants will learn how BPA outputs are used as a basis for implementing various trade facilitation measures especially business process simplification.</p> <ul style="list-style-type: none"> <li>• <i>Group Exercise: Formulating recommendations</i></li> </ul>
1200 - 1300	<i>Lunch</i>
1300 - 1530	<p><b>Module 7. BPA Exercise</b></p> <p>The participants will be divided into several groups and will apply the knowledge and techniques provided in the earlier Modules to examine the trade process (export, import, and transit procedures, including border crossing procedures) for the selected products along the priority corridors.</p> <ul style="list-style-type: none"> <li>• <i>Selection of products on the priority corridors<sup>1</sup></i></li> <li>• <i>Group Exercise.</i></li> </ul>
1530 - 1645	<b>Module 7. Continued</b>

<sup>1</sup> The TTFMM workshop in Bangkok in November 2013, it was agreed on the three suggested corridors for the TTFMM survey in Bhutan: (i) Thimphu – Phuentsholing – Jaigon – Kolkata; (ii) Thimphu – Phuentsholing - Jaigaon – Burimari – Chittagong; and (iii) Sandrop Jongkhar - Guwahati - Shillong – Sylhet – Dhaka – Chittagong. In the country presentation, Bhutan delegation suggested to include the 4<sup>th</sup> corridor which is Gelephu-Hatisar/Dalu/Nakugaon/Dhaka/Chittagong/Mongla.

	Group presentation and comments
1645 - 1700	Conclusion

### 12 March. TTFMM: TRS Component

(Participants of Modules 8 to 13 should be representatives from Customs and all stakeholders including private sector. Module 13 are expected for Customs, and other stakeholders are welcome to participate if desired)

0900 - 1015	<p><b>Module 8. Introduction to TRS</b></p> <p>This Module will review the general purpose and scope of TRS and discuss the possible specific uses for the study results</p>
1015 -1030	Coffee/tea break
1030 -1200	<p><b>Module 9. Outline of the TRS Guidebook</b></p> <p>This Module will provide WCO TRS methodology and enhance understanding the specific steps required at the stage of preparation of the TRS study. Topics include</p> <ul style="list-style-type: none"> <li>- Establishment of a working group</li> <li>- Determination of scope and design of the study</li> <li>- Planning and methodology</li> <li>- Detailed drawing plan</li> <li>- Sampling</li> <li>- Form</li> <li>- Test-run</li> </ul>
1200 -1300	<i>Lunch</i>
1300 -1430	<p><b>Module 10. Process Mapping</b></p> <p>This Module will discuss each step of import, export and transit process and develop a process mapping flow chart to develop TRS. The participants will compare the mapping flow chart with Use Case and Activity Diagrams in Module 7.</p>
1430 - 1445	Coffee/tea break
1445 -1645	<p><b>Module 11. National TRS Scope</b></p> <p>This Module will discuss a national TRS scope and flow of questionnaire based on the process mapping developed (import/export/transit, number of border crossing points, participants, etc.).</p>
1645 -1700	Summary

### 13 March Morning. TTFMM: TRS Component (continued)

0900 -1030	<p><b>Module 12. TRS Data Collection</b></p> <p>This Module will discuss and develop a model questionnaire (data collection format) based on the process mapping and TRS scope. (WCO experts will support develop a questionnaire based on model questionnaire).</p>
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1030 -1045	Coffee/tea break
1045 -1230	<p><b>Module 13. TRS Software Training (Customs participants only)</b></p> <p>The Customs participants will be provided WCO TRS software training in order to develop/modify/collect/analyze data.</p>
1230-1330	Lunch

### 13 March Afternoon. TTFMM: TCD Component

1330 - 1400	<p><b>Module 14. Introduction to TCD</b></p> <p>This Module will review the general purpose and scope of TCD and discuss the possible specific uses for the study results</p>
1400 - 1500	<p><b>Module 15: Data Collection, Recording and Processing</b></p> <p>This Module will review the measures to collect and record data, as well as analyze data. The questionnaire and forms for data collection will be discussed in detail. Practical exercise on collection and recording of data with TCD will be arranged</p>
1500 - 1515	Coffee/tea break
1515 - 1700	<p><b>Module 16. Preparation of the TCD Study</b></p> <p>This Module will review the specific steps required at the stage of preparation of the TCD study. Topics include:</p> <ul style="list-style-type: none"> <li>- the survey method;</li> <li>- team/consultant/institution for study;</li> <li>- choice of data sources;</li> <li>- defining the commodity(ies);</li> <li>- defining corridor/route for TCD application</li> </ul>

### 14 March Morning. TTFMM: TCD Component (continued)

0900 -1015	<p><b>Module 17. Implementation issues: Examples of previous applications of TCD</b></p> <p>This Module will review other TCD studies, including good practice and lessons learnt</p>
1015 – 1030	Coffee/tea break
1030 - 1100	<p><b>Module 18. Implementation issues: Analysis and presentation of the results</b></p> <p>This Module will review of different possible ways to use the results of data processing.</p>
1100 -1200	Discussion
1200 – 1300	Lunch

## 14 March Afternoon. TTFMM: Implementation

1300 -1445	<b>Module 19: Specific details and implementation of TTFMM</b>  This session will examine specific details of TTFMM and implementation in Bhutan and SASEC. A template for implementation will be presented in this session.
1445 -1500	<i>Coffee/tea break</i>
1500 -1645	<b>Module 20: Implementation plan</b>  Based on template provided in Module 19, the participants are expected to work out a detailed TTFMM Action Plan to implement TTFMM, which has to identify the following issues, among others: <ul style="list-style-type: none"><li>• Team leader (preferably a senior member from the NTFC)</li><li>• TTFMM team and clear terms of reference for each member</li><li>• Timeframe for implementation</li><li>• Other issues</li></ul> Presentation of the Action Plan
1645 -1700	Summary and conclusions