

uCustoms Voices

Newsletter Issue Oct 2014



OPENING REMARKS

FOREWORD BY THE DIRECTOR GENERAL OF CUSTOMS, MALAYSIA

Salam 1 Kastam, Salam 1 Malaysia

It has been almost a year since the uCustoms project implementation had started. There were a lot of progress and substantial deliverable had been successfully deployed according to the given time line. I can appreciate that the team is putting more and more effort as the time gets closer to the go-live date to ensure this project to be successfully delivered to the communities. I am pleased that the regular quarterly production of the uCustoms voices e-newsletters will function as a media to keep the communities informed on the highlights and its current progress with regards to the project development. With that notions, I would like to encourage and welcome the relevant communities to provide constructive suggestions and opinions via the channel provided such as email or even during any of our events or meetings as your inputs are extremely valuable to us.

I would also like to take this opportunity to thank all those who had attended the national uCustoms awareness road shows and my sincere appreciation to the change management team, the customs state departments and their respective change management champions in making the event successful. I am pleased with the very positive feedbacks from the participants and most importantly it had reflected your readiness and the eagerness in awaiting for the coming new system. This will create a very positive vibes and an energy boost to us to ensure the system will become a reality soon. I would like to extend my appreciation to all the Other Government Agencies (OGA) and Permit Issuance Agencies (PIA) in given their utmost cooperation in making the borderless services across agencies possible. I would wished that such strong team work and spirit will continue to grow; holding and supporting each other to reach our vision to be a world class customs status together as one big family. *Inshaallah*, I would wished everyone all the best and thank you.

Yours sincerely,

Dato' Sri Khazali bin Hj Ahmad

Director General of the Royal Malaysian Customs Department, Malaysia.



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- Completion of the Gap Analysis Phase 2.
- Customer Care Centre Go Live.
- Customs Internal Virtual Office Go Live.
- Organization & Job Realignment Exercise.
- Commencement Benefits Realization Baseline Study.
- Commencement of Phase 4 Gap Analysis.
- Delivery of the Auto Gate at Two Pilot Sites.
- Delivery of the Data Centre.
- Change Management State Champion Meeting.

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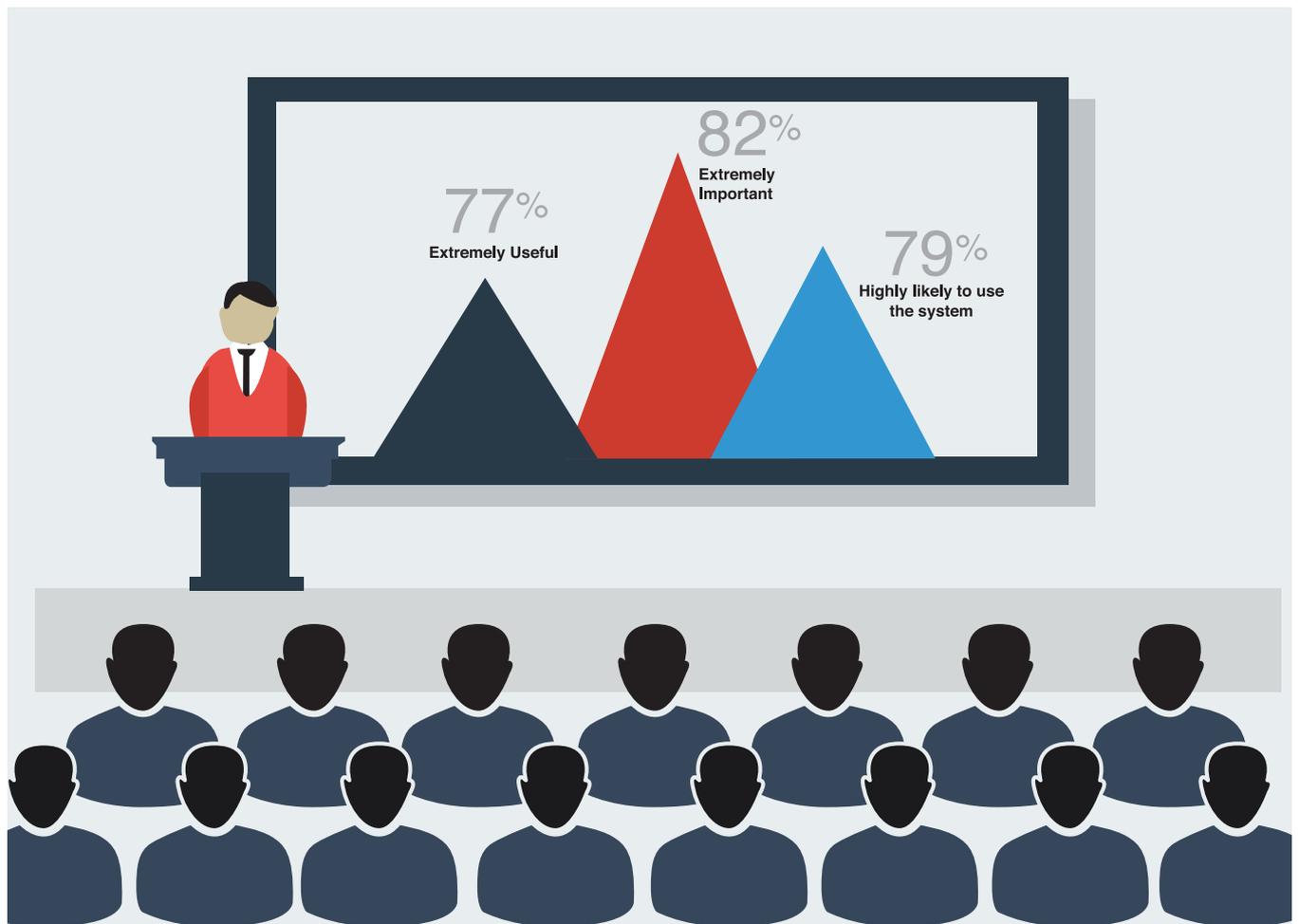
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Please feel free to also contact the uCustoms champions in your state or HQ for further details.



The impact of uCustoms, are you ready?

By Tuan Mohammad Haizam bin Hashim

There were many concern parties had frequently asked questions such as how the uCustoms will be impacting us? Are you sure it is going to be useful and important to address our challenges we are facing right now? These questions never failed to pop out in almost all occasions and my team had decided to conduct a simple post event questionnaires addressing such concerns on the participants who attended the road shows.

The results reflected were the 77% finds it extremely useful with 82% on the opinion that will be very important to them. 79% would have likely to use the system if it is available today!

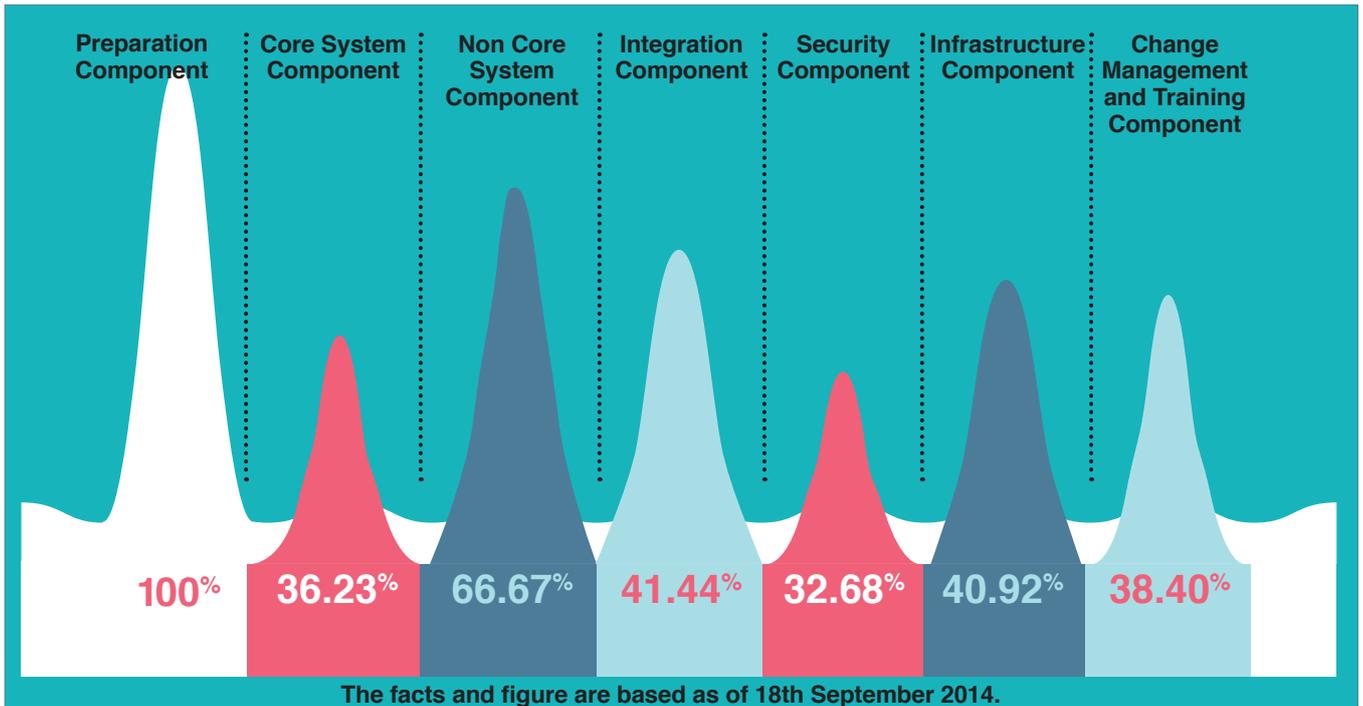
This was the report based on the study conducted during the recent national uCus-

toms road shows on the participants who had provided their generous feedbacks on the questionnaires provided. There were one thousand three hundred and fifty-two (1352) responses collected where the majority of them were among the internal stakeholders from different departments and a significant numbers were from the external players such as the AFAM, OGAs and PIAs. This was based on their feedbacks after the preliminary understanding on the sessions presented during the road shows comprising of the introduction on uCustoms, its system functionalities, the National single window concept and lastly on the Change management and training initiatives.

Such encouraging feedbacks had indicated that there were already a buy-in from various key players and very much ready for the upcoming new system. The result had also reflected their eagerness of wanting the new change. Bravo! to the speakers in delivering the messages effectively and not forgetting the marketing and promotion team with the state champions for making this successful events. ●

PROJECT PROGRESS UPDATE

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NEWS COVERAGE

National uCustoms Awareness Road Show



The national uCustoms awareness campaign was successfully organized throughout the nation with the main objective of creating awareness and delivering the common understanding and knowledge related to the uCustoms system. The event was officially kicked-off by the Director General of RMCD, Dato' Sri Khazali bin Haji Ahmad on the 28th May 2014 at Vistana hotel, Kuala Lumpur in conjunction with the inaugurations of the change management state champions. The event was subsequently conducted at all the states across Malaysia that had recently concluded at the *Akademi Kastam Malaysia* (AKMAL), Melaka on the 20th August 2014. The agenda was to be acquainted with

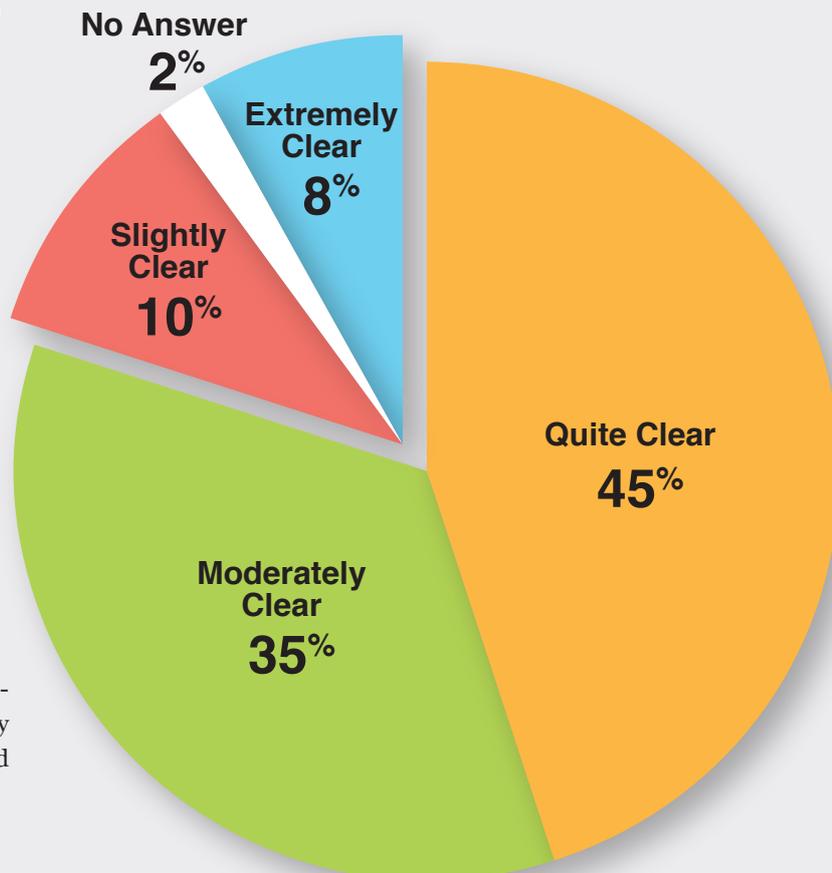


the overview of the system and creating an upright cooperation among all stakeholders with an establishment of the efficient line of communication in the organization. The total attendees who had attended the event were two thousand and sixty-six (2066) people that had made up of about 88% attendances as compared to the expected attendees. The Sabah and Sarawak State and AKMAL had achieved more than 100% attendances.

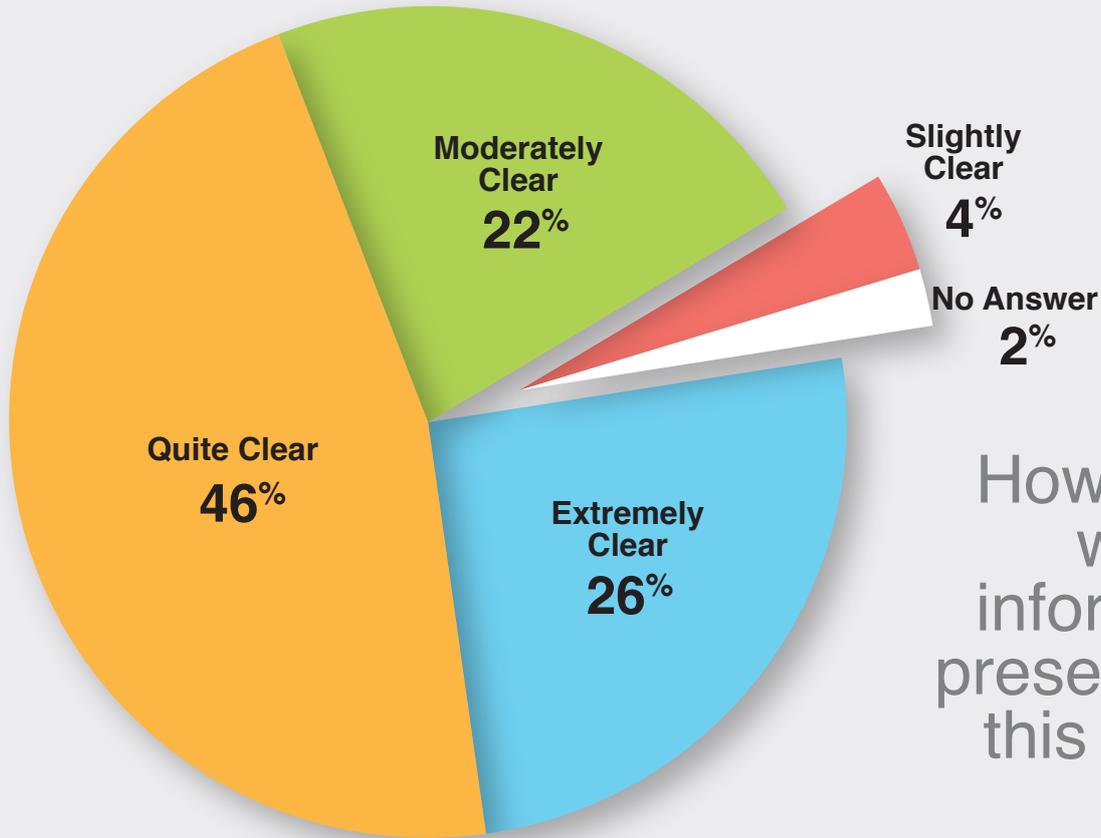
In general, the feedback obtained were very positive and encouraging. The expectations were met in all the states where the events were held. Only some of the salient features of the results will be shared here as it would not be logical to share all the findings. There were majority of the participants had rated the clarity of the objective of the event from quite to moderately clear. ●



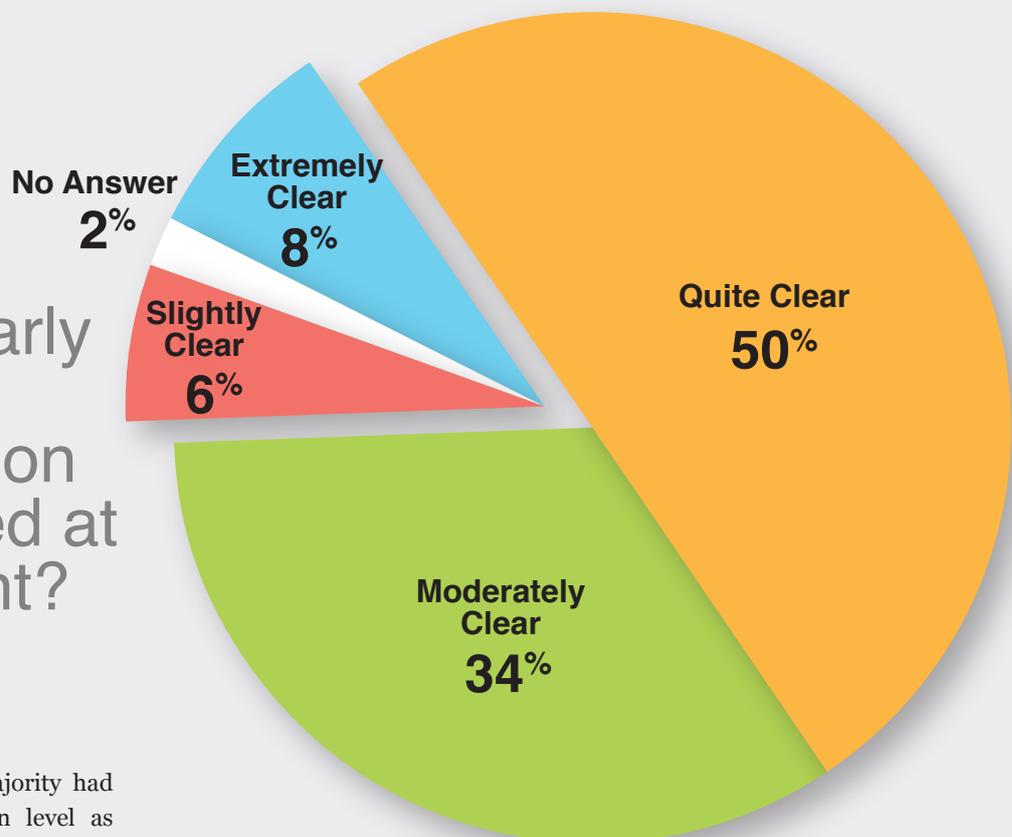
How clear were the objectives of the event?



The majority was quite to moderately clear with uCustoms. Many found the information presented was extremely to quite useful.

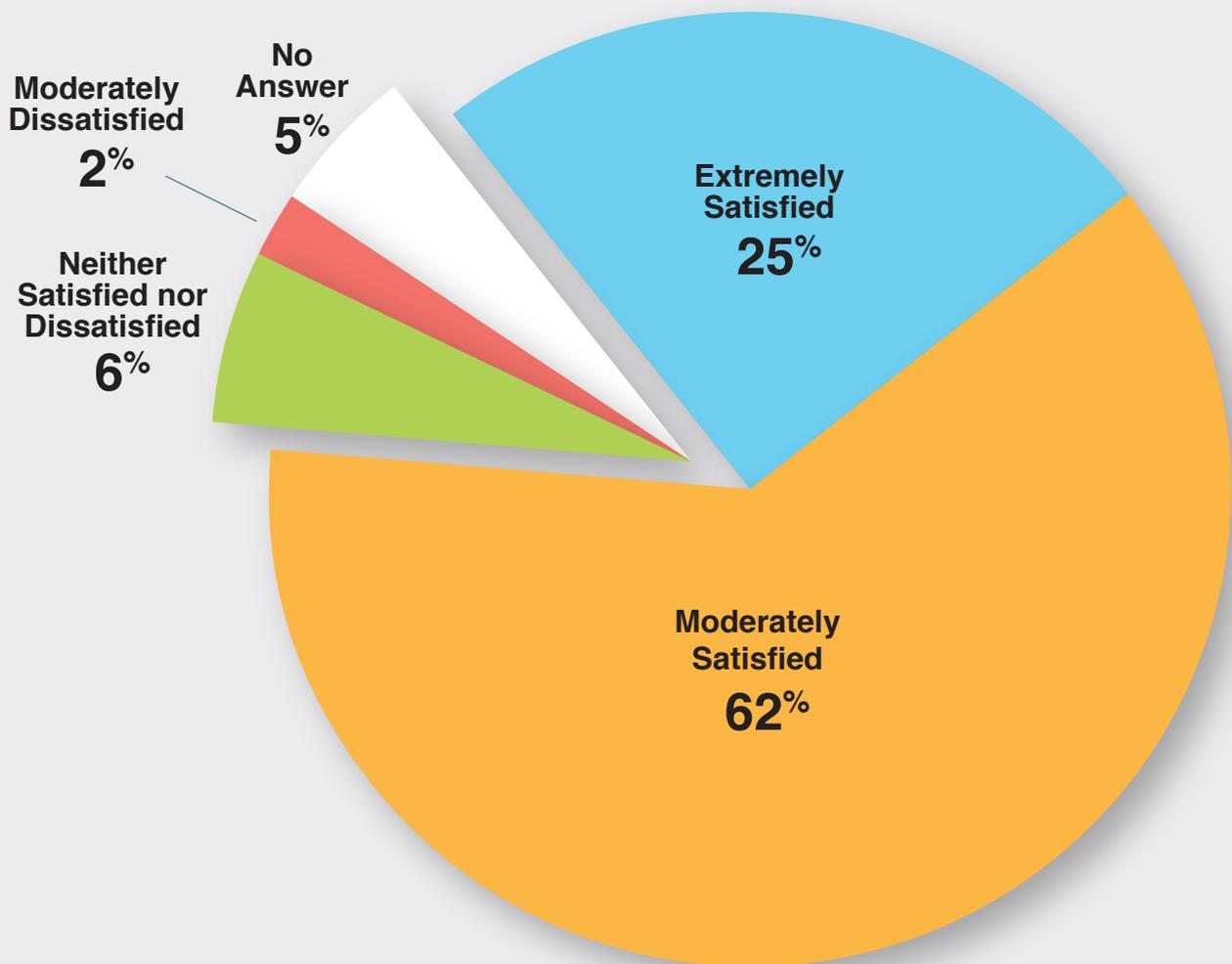


How clearly was the information presented at this event?

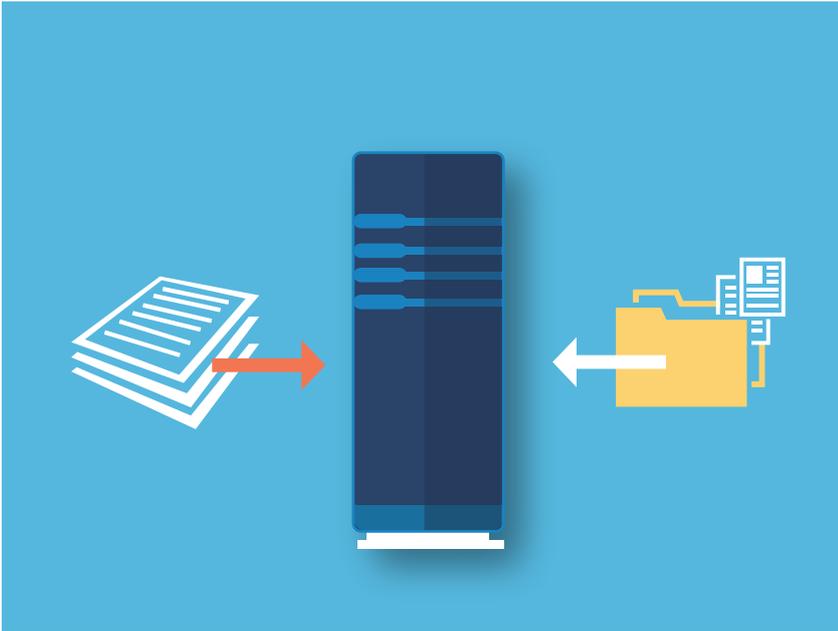


Last but not least, majority had rated their satisfaction level as extremely to moderately with the overall event.

Overall, were you satisfied with the event?



In Summary, the event organized had achieved its objective in creating the awareness and to a certain extent in understanding the general features of the system. The presentation information was found to be useful and the presenters had successfully deliver their messages across.



CiVO, Customer Care are well on its way!

Watch out for the launch in November!

Customs Internal Virtual Office (CiVO): uCustoms Knowledge Bank

Knowledge Bank is an enhanced system driven document management to the current Customs Internal Virtual Office that allows to store, share and systematic manage all related trade facilitation, customs activities and business scope documents through this repository developed.



uCustoms Customer Care Services

Customer Care is a system to enable customer service management to be supported efficiently and effectively by ensuring more cases are resolved at the first call and much improved customer services through a better visibility and efficient status tracking of customer enquiries and complaints.

COMING SOON!

Completion of the Gap Analysis Phase 2.

October 2014

Customer Care Centre Go Live.

November 2014

Customs Internal Virtual Office Go Live.

November 2014

Organization & Job Realignment Exercise.

October-November 2014

Commencement Benefits Realization Baseline Study.

October-November 2014

Commencement of Phase 4 Gap Analysis.

October-November 2014

Training On:

Customer Care Services.
CiVO (Customs Internal Virtual Office).
Certified Web based Firewall Training.

October-December 2014

Two pilots sites for Auto Gate System.

November-December 2014

Delivery of the Data Centre.

November-December 2014

Change Management State Champion Meeting.

December 2014