



TULLI
TULL·CUSTOMS

Customs strategy 2016–2019

Finnish Customs

- enhances smooth international goods trade and ensures its legality.
- collects the taxes on goods efficiently.
- provides customer-oriented services.
- protects society, the environment and citizens.

Values

Professionalism

- We know our own tasks and duties and their role in the big picture.
- We take a healthy pride in our work and competence.
- We apply the legislation correctly and consistently
- We operate on our own initiative; we cooperate and want to develop our vocational competence.

Willingness to serve

- We offer expert and high-quality services to our internal and external customers and to all interest groups.
- We invest in customer satisfaction at all stages of the service chain.
- The service we provide is fair, professional and predictable.
- We are transparent when we provide and distribute information.

Reliability

- We treat our colleagues, customers and all interest groups fairly.
- We are reliable in word and deed.
- We are incorruptible.
- We aim to reach the correct result directly.

Respect for the individual

- We treat others as we wish to be treated.
- We care for each other by lending support and encouragement.
- We treat everybody equally.
- We are open, have empathy and give constructive feedback.

Central issues that affect Customs operations

- Tightening economy
- The comprehensive customs clearance reform
- The transfer of taxation tasks
- Digitalisation
- Changes in the security environment
- Cooperation between authorities
- Russia's development
- Ageing personnel

Smoothly and correctly – security through cooperation

SOCIAL IMPACT OBJECTIVES (society, customer)

Customer-orientation

Shadow Economy

Goods safety
and crime prevention

OPERATIONAL PERFORMANCE

(organisation, structure, processes, quality and infrastructure)

Independent of time
and place

Customs' processes

Cooperation

RESOURCES (personnel and economic resources)

Management

Competence

Enjoying work

Prioritising



THE CUSTOMS STRATEGY MAP

Smoothly and correctly – security through cooperation

SOCIAL IMPACT OBJECTIVES (society, customer)

We provide customer oriented, easy, quick and inexpensive transaction services

We fight the shadow economy efficiently

We protect society by ensuring product-safety and by preventing cross border criminality

OPERATIONAL PERFORMANCE (organisation, structure, processes, quality and infrastructure)

The operational models and the technology support the operations regardless of time and place

The managing of Customs processes is coordinated

We work in close cooperation on a national and international level

RESOURCES (personnel and economic resources)

Our management and leadership is professional and inspiring

We develop our know-how and enable a continuous process of renewal

We support the functionality of our working community and the wellbeing of the personnel in a systematic way

The organisational and development goals and resources of the operation are in balance

A black and white photograph of four customs officers (three women and one man) walking towards the camera in a large, modern airport terminal. They are wearing dark uniforms with 'TULLI' printed on the vests. The man on the left is wearing a short-sleeved shirt and trousers, while the three women are wearing short-sleeved shirts and cargo pants. They are all smiling and looking towards the camera. In the background, there are airport signs, including one for 'MY CITY HELSINKI' and another with '-40'. The floor is highly reflective.

IMPLEMENTING THE CUSTOMS STRATEGY 2016–2019

Smoothly and correctly – security through cooperation

SOCIAL IMPACT OBJECTIVES (society, customers)

Strategic goals 2020

We provide customer orientated, easy, quick and inexpensive transaction services

We fight the shadow economy efficiently

We protect society by ensuring product-safety and by preventing cross border criminality

MEASURES

The implementation of a comprehensive customs clearance reform

The development of cash flow processes and systems

The digital services will be user-friendly and will steer the customers towards the right operation which among other things, will enable a scaling down of the service network

The prevention of the shadow economy is an integral part of Customs' operations and it is implemented systematically

The development of operational models of enforcement and the implementation of the technological reforms

Fast, coordinated and effective reactions to changes in the operational environment

Improving the visibility of the operation as well as communicating both results and operational impact

INDICATORS

- Share of electronic declarations
- Processing times (declarations, authorisations)
- Customer satisfaction
- Operational correctness
- Timetable for the development programme/ outcome of contents and cost/planned

- The fiscal impact of the controls
- Back taxes
- Cases of uncovered tax fraud

- Key performances of risk analysis and customs' enforcement
- Inspected lots and detection results within foodstuffs and consumer goods controls
- Timetable for the development programme/ outcome of contents and cost/planned
- Number and clearance rate of offences uncovered by Customs
- Recovered proceeds of crime

Smoothly and correctly – security through cooperation

OPERATIONAL PERFORMANCE (organisation, structure, processes, quality and infrastructure)

Strategic goals 2020

The operational models and technology support operations independent of time and place

The managing of Customs procedures is coordinated

We work in close cooperation on a national and an international level

MEASURES

Ensuring the continuity of the operation

Extending Customs' use of ICT-services independent of place

Customs' joint centralised data storage environment and reporting and analysing programmes for pre-emptive operational support for managing the operation and resources

Transferring Customs' taxation tasks to the Tax Administration in a controlled way

Developing the processes, the organisation and management while taking into account the effects of the strategic development projects

Consolidating the cooperation related to the Customs Union and determining the priorities in all international operations

Extensive and active cooperation between authorities and cooperation with interest groups (business life included)

INDICATORS

- Timetable for the development programme/ outcome of contents and cost/planned
- Number of disruptions/month

- Implementing the transfer of taxation tasks in accordance with the project plan
- The functionality of the implemented organisational changes and changes in processes

- Assessing and updating contracts concerning tasks undertaken on behalf of other authorities

Smoothly and correctly – security through cooperation

RESOURCES (personnel and economic resources)

Strategic goals 2020

Customs is a good place to work

Our management and leadership is professional and inspiring

We develop our know-how and enable a continuous process of renewal

Our goals and resources are in balance

We support the functionality of our work communities and the wellbeing of our personnel in a systematic way

The organisational and development goals and resources of the operation are in balance

MEASURES

Developing the supervisor's practical supervisory and interactional skills

Ensuring the competency and its development throughout the working career

Utilising new methods in developing the know-how

We ensure that Customs is a desirable and competitive employer

Allocating personnel resources in a systematic and pre-emptive way

An active search for new ways of reducing operational costs by doing things in a new way

INDICATORS

- Leadership index
- Realisation of Customs impact objectives

- Level of education index
- Number of training days/staff year

- Occupational wellbeing index
- Number of sick leave days/staff year
- Share of sick days lasting 1-3 days
- Net cost of occupational healthcare/staff year

- Development of amount of staff years per tasks
- Productivity and economic efficiency index
- Premises costs euros/staff year
- Premises cost/m²/staff year

THE MOST IMPORTANT DEVELOPMENT PROJECTS 2016–2019



Customs 2020

A joint view on goals and areas of focus

