**Training Workshop on**

**Business Process Analysis**

**in International Trade**

Joint Workshop   
on Trade Facilitation and the Single Window

23-25 September 2015

Moscow  
  
Venue: Eurasian Economic Commission   
Moscow, Smolenski blvd. 3/5, building 1

**DRAFT AGENDA**

**Organisers:** Eurasian Economic Commission,

United Nations Economic Commission for Europe,

United Nations Economic and Social Commission for Asia and the Pacific

**Purpose and objectives:**

The purpose of this workshop on Business Process Analysis (BPA) is to assist the Member States of the Eurasian Economic Union (EAEU) in the preparation of experts from government agencies to carry out business process analyses to provide realistic assessment of the development of national Single Window mechanisms.

# The seminar is planned to provide theoretical knowledge and practical skills needed to:

– describe current «as is» business processes,

– determine the extent and level of automation of business processes,

– identify administrative barriers and bottlenecks in the transition from paper to electronic documents.

**Target audience**:

# Representatives of government agencies, trade and freight forwarding organizations in the EAEU Member States involved in national Single Window projects, with experience in the analysis and optimization of business processes.

# Expected number of participants: 25-30 from the EAEU Member States.

**Workshop materials:**

UNNExT Guide on Business Process Analysis for trade facilitation (2012):

<http://unnext.unescap.org/tools/business_process.asp>

In particular, the BPA guide is available in English at <http://unnext.unescap.org/pub/tipub2558new.asp>

The BPA guide is available in Russian at: <http://unnext.unescap.org/pub/tipub2558r.asp>

# Draft decisions of the Board of EEC "The methodology of assessing the development of national "single window"

<http://www.eurasiancommission.org/ru/act/tam_sotr/SiteAssets/Draft_Decision_Met.docx>

**Expected results:**

Trained experts ready to:

1. Carry out BPA and assessment of the level of development of national Single Window projects (with regard to BPA), in accordance with the methodology of assessing the development of national Single Window mechanisms;
2. Provide consultations to experts at the national level, who will take part in BPA for trade facilitation.

**Draft agenda of the workshop**

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| Day 1 | Time | Programme | Lead |
| 23 Sept. | 45 min | Welcoming remarks. Presentation of the trainers and participants. Presentation of the programme of the workshop. | EEC representatives; Mario Apostolov, UNECE;  Tengfei Wang, ESCAP |
| **Module 1: Preliminary stage. Preparation for the BPA.** | | |
| 30 min | 1.1. Organization and Management of the BPA: | Dr Somnuk Keretho |
| 20 min | Introduction to experiences of organizing and managing a process: a real case of analysis of the importation of processed fruit from Kyrgyzstan to Kazakhstan | Yelena Vassilevskaya |
| 55 min | Practical exercise. Performing tasks prepared by the trainers to identify: the stakeholders/institutions who should be involved in the creation of a team; the stages of implementing the project; the place and role of each participant on each stage of the project. | Vladimir Abramytchev  With support from  Somnuk Keretho,  Tengfei Wong,  Yelena Vassilevskaya,  Mario Apostolov |
| Lunch Break | | |
| 30 min | 1.2. Determining the scope of the BPA, based on the interests of the customer: | Dr Somnuk Keretho |
| 20 min | Introduction to the definition of the scope of the BPA on the basis of the real example of the BPA of importation of processed fruit from Kyrgyzstan to Kazakhstan | Yelena Vassilevskaya |
| 45 min | Practical exercise. Performing tasks prepared by the trainers to determine the scope of analyzing trade and transport processes and directions of movement of goods.  (Identification of stakeholders / institutions of key business processes and their relationships) | Vladimir Abramytchev  With support from  Somnuk Keretho,  Tengfei Wong,  Yelena Vassilevskaya,  Mario Apostolov |
| 30 min | 1.3 Data Collection | Dr Somnuk Keretho |
| 20 min | Introduction to experiences of data collection, on the real example of the BPA of the importation of processed fruit from Kyrgyzstan to Kazakhstan | Yelena Vassilevskaya |
| 1h30m | Practical exercise. Performing tasks prepared by the trainers on collecting data | Vladimir Abramytchev  With support from  Somnuk Keretho,  Tengfei Wong,  Yelena Vassilevskaya,  Mario Apostolov |
|  | 20 min | Test on Module 1 | Somnuk Keretho  With support from Vladimir Abramytchev  Mario Apostolov;  Tengfei Wang |

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| Day 2 | Time | Programme | Lead |
| 24 Sept. | **Module 2: Analysis and description of existing business processes related to foreign trade activities** | | |
| 30 min | 2.1 Introduction to the Unified Modeling Language (UML), the rules and examples of its use for building a use case diagram | Somnuk Keretho |
| 30 min | Introduction to use case diagrams on the real example of the analysis of importation of fruit from Kyrgyzstan to Kazakhstan | Yelena Vassilevskaya; |
| 1h 40m | Practical exercise. Performing tasks prepared by the trainers on developing use case diagrams (e.g. export of grain). | Vladimir Abramytchev  With support from  Somnuk Keretho,  Tengfei Wong,  Yelena Vassilevskaya,  Mario Apostolov |
| Lunch Break | | |
| 30 min | Activity Diagrams | Somnuk Keretho |
| 30 min | Introduction to real cases of activity diagrams and process description cards of the importation of fruit from Kyrgyzstan to Kazakhstan. | Yelena Vassilevskaya; |
| 2 h | Practical exercise. Performing tasks prepared by the trainers on drawing activity diagrams (schemes) and Process description cards for several business processes. | Vladimir Abramytchev  With support from  Somnuk Keretho,  Tengfei Wong,  Yelena Vassilevskaya,  Mario Apostolov |
|  | 30 min | Test on Module 2 | Somnuk Keretho  With support from Vladimir Abramytchev;  Mario Apostolov;  Tengfei Wang |

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| Day 3 | Time | Programme | Lead |
| 25 Sept. | **Module 3. Assessment of business processes and drafting the report with conclusions and recommendations for improvement** | | |
| 1 h | Learn how to develop time-cost diagrams, compiled on the basis of data collected at the stage of gathering information.  Compile a report with conclusions and recommendations on streamlining and simplifying trade procedures on real case examples. | Somnuk Keretho |
| 30 min | Introduction to real case development of time-cost diagrams; preparing reports with conclusions and recommendations on streamlining trade processes on the example of the importation of processed fruit from Kyrgyzstan to Kazakhstan. | Yelena Vassilevskaya |
| 1 h | Practical exercise: making a time-procedure diagram, identifying redundant activities and administrative barriers in business processes | Vladimir Abramytchev  With support from  Somnuk Keretho,  Tengfei Wong,  Yelena Vassilevskaya,  Mario Apostolov |
| Lunch Break | | |
| 45 min | 3.2 Introduction to the integrated methodology TTFMM (Trade and Transport Facilitation Monitoring Mechanism) | Tengfei Wang |
| 30 min | Test on Module 3 | Somnuk Keretho  With support from Vladimir Abramytchev;  Mario Apostolov; Tengfei Wang |
| 1 h 35 m | 1.3 Final practical exercise on business process analysis | Vladimir Abramytchev  With support from  Somnuk Keretho,  Tengfei Wong,  Yelena Vassilevskaya,  Mario Apostolov |
| **Summary conclusions** | | |
| 1 h | Discussion on the results of the final practical exercise, problems in conducting BPA, and proposed measures to address them.  Exchange of opinions on the use of BPA.  Methodology of assessment of the stage of development of national Single Window mechanisms, drafted by EEC  Draft recommendations on the results of the workshop. | Dr. Somnuk Keretho Vladimir Abramytchev,  Tengfei Wong,  Yelena Vassilevskaya,  Mario Apostolov |
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