

UNNExT Training of Analysts on BPA in Cambodia

In Cooperation with the

Supreme National Economic Council (SNEC), Government of Cambodia

- **Date:** 19 - 21 July 2010
- **Venue:** InterContinental Hotel, Phnom Penh, Cambodia
- **Trainers:**
 - Mr. Sangwon Lim, Economic Affairs Officer, Trade Facilitation Section, TID, United Nation ESCAP
 - Dr. Somnuk Keretho, Director, Institute for Information Technology innovation, Kasetsart University
- **Participants:** See the Annex 2
- **Schedule**

Date	Time	Program	Remarks
19	09:00 ~ 09:30	Registration	
	09:30 ~ 09:50	Opening	
	09:50 ~ 11:00	Session 1	
	11:00 ~ 11:15	Coffee Break	
	11:15 ~ 12:45	Session 1 (Cont'd)	
	12:45 ~ 13:45	Lunch Break	
	13:45 ~ 15:15	Session 2	
	15:15 ~ 15:30	Coffee Break	
	15:30 ~ 17:00	Session 3	
20	09:30 ~ 11:00	Session 4	
	11:00 ~ 11:15	Coffee Break	
	11:15 ~ 12:45	Session 4 (Cont'd)	
	12:45 ~ 13:45	Lunch Break	
	13:45 ~ 15:15	Session 4 (Cont'd)	
	15:15 ~ 15:30	Coffee Break	
	15:30 ~ 17:00	Session 4 (Cont'd)	
21	09:30 ~ 11:00	Session 5	
	11:00 ~ 11:15	Coffee Break	
	11:15 ~ 12:45	Session 6 & Closing	
	12:45 ~ 13:45	Lunch Break	
	13:45 ~ 15:15	Mini-BPA	
	15:15 ~ 15:30	Coffee Break	
	15:30 ~ 17:00	Mini-BPA (Cont'd)	

○ **Purpose and objective**

Training of Analysts on BPA is to support building baseline capacity for future implementation of paperless trade and Single Window projects. To improve the efficiency and effectiveness of processes and information flows throughout the supply chain, it is crucial that the existing “as-is” conditions are well understood, prior to implementing trade facilitation reforms such as a Single Window. The purpose of BPA training is to facilitate the analysis of “as-is” conditions and development of recommendations for improvements.

In the Training, the participants will learn:

- The important role of business process analysis in business process simplification, data harmonization, and Single Window implementation;
- Selected graphical notations based on a standardized modeling language for business process modeling; and
- Step-by-step approach to business process analysis and development of recommendations for future improvement.

The participants will have an opportunity to apply their gained skills to conduct Mini-BPA on selected target products during the Training.

○ **Overview of the Training**

The training will be based on the “United Nations ESCAP Business Analysis Guide to Simplify Trade Procedures.” The trainees will be provided with the hard copy of the Guide at the training. For advance familiarizing of the Guide, the trainees are advised to download the soft copy at <http://www.unescap.org/tid/publication/tipub2558.asp> for review.

During the training, lecture and exercise will be mostly given using training modules in the format of PPT slides. Some worksheets in the format of MS Words will also be used for the facilitation of exercise.

The training will be conducted in English; but, the training will be facilitated by an interpreter with consecutive interpretation.

In addition, for the practice of modeling with UML notation, open-source UML Modeling software, called StarUML, will be utilized. The trainees will learn how to use the tool for relevant modeling of UseCase diagrams and Activity diagrams. Only those features of the modeling tool necessary for BPA will be introduced and used. The trainees may visit and download the tool at <http://staruml.sourceforge.net/en/> to familiarize themselves with it in advance.

Annex 1: Annotated Program

Day	Hour	Program
Day 1 (July 19)	0.5	Welcome of Participants The first session will allow self-introduction of participants and trainers. It will also provide a presentation of workshop programme and housekeeping.
	2.5	Session 1: Introduction to Business Process Analysis The participants will be introduced to business process analysis, a technique for business process documentation so-called business process modeling, and major steps required in conducting business process analysis. They will learn the important role of business process analysis 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. The participants will also be introduced to various outputs of business process analysis. They will be familiarized with selected UML notations and learn to read and describe UML use case and activity diagram. <ul style="list-style-type: none"> • Introduction to business process analysis and modeling • Outputs of business process analysis • UML notations for use case and activity diagram • Use of UML modeling tool to draw UML diagrams • Exercise: Read UML use case and activity diagram
	1.5	Session 2: Defining the Scope of a BPA Project The participants will learn how to initiate the business process analysis project and how to develop the project scope using UML use case diagram. The nature of business process analysis project which often involves many stakeholders and prerequisites for project initiation such as political commitment and support will be discussed. <ul style="list-style-type: none"> • Identifying the scope of a BPA project • Defining the terms of reference • Exercise: Draw a use case diagram
	1.5	Session 3: Planning a BPA Project The participants will learn how to develop a work plan to manage the implementation of the business process analysis. <ul style="list-style-type: none"> • Planning and managing the business process analysis project • Exercise: Estimate time required in completing the business process analysis project and develop project schedule
Day 2 (July 20)	6	Session 4: Conducting Business Process Modeling The participants will be introduced to data collection techniques. An 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

		<p>description that further elaborates relevant information that is not shown in the diagram. In addition, the participants will participate in the role play that simulates an interview session. While the participants who are designated as interviewees provide information about the business processes under the examination, the participants who are designated as interviewers capture the information. After the interview session ends, they all will work together to consolidate the captured information and document it in activity diagrams and time-procedure chart.</p> <ul style="list-style-type: none"> • Eliciting and documenting the as-is business processes • Exercise: Draw an activity diagram • Exercise: Draw a time-procedure chart • Exercise: Role play - interview session
Day 3 (July 21)	1	<p>Session 5: Conducting Business Process Analysis</p> <p>The participants will learn how to use the outputs from the business process analysis project to identify redundancies and bottlenecks.</p> <ul style="list-style-type: none"> • Analyzing the as-is business processes • Exercise: Identifying bottlenecks and redundancies
	1.5	<p>Session 6: Business Process Analysis and Trade Facilitation Measures</p> <p>The participants will learn how outputs are used as a basis for implementing various trade facilitation measures especially business process simplification and data harmonization. Relevant international best practices and standards will be introduced.</p> <ul style="list-style-type: none"> • Business process analysis and business process simplification • Business process analysis and data harmonization • Exercise: Designing the to-be process • Exercise: Capturing data requirements
	0.5	<p>Sum-up of the Training</p> <p>This session will summarize key concepts and issues in carrying out the business process analysis project. Key components of the project's term of reference will also be discussed.</p>
	3	<p>Mini-BPA Exercise Session</p> <p>The trainees will engage in a preliminary mini-BPA exercise against 4 target products - Rice, Silk, Cashew and Pharmaceutical Products. The exercise will be done in 4 breakout groups for each product and will be participated by importer/exporter of each product to provide necessary information. The trainer(s) will be present during the session to assist and provide necessary support in the conduct of exercise.</p>

Annex 2. List of Participants

No.	Name	Organization	Position	Email	Phone	Group
1	Mr. Lim Rady	GDCE	Assistant Chief of Statistics and IT Office	rady_kh@yahoo.com		
2	Mr. LY SIDEN	GDCE				
3	Mr. OUCH ANUTTAROR,	GDCE	Assistant Chief of Export Office			
4	Mr. You Mab	MoC		mabmoc@gmail.com		Cashew
5	Mr. SEN Sovann	MAFF		ssovann@online.com.kh		Cashew
6	Mr. Hay Sovuthea	SNEC	Researcher	sovuthea@gmail.com		Phamar
7	Ms. Hei Phanin	PPAP	Director of Administration and planning	phaninhei@gmail.com		Rice
8	Ms. Ny SOM	SDV Cambodge	Operation Manager	n.som@sdv.com	012 854 494	Rice
9	Mr. Loeung Ratha	MoC	Deputy Director of Dispute Settlement and General policy department	rathaccd@gmail.com		Rice
10	Mr. Kaing Monika	GMAC	business development Manager	kaing@gmac-cambodia.org		Silk
11	Mr. Nhem Phinarith	MoC	Chief of Human Resource Development Office	phinarith@yahoo.com		Silk

* GDCE: General Department of Customs and Excise

MoC: Ministry of Commerce

MAFF: Ministry of Agriculture, Forestry and Fisheries

SNEC: Supreme National Economic Council

PPAP: Phnom Penh Autonomous Port

GMAC: Garment Manufacturers Association in Cambodia