2 How the Compendium can help your organizational development process

The Compendium strives to offer Customs Administrations insights into the management components needed in a modern service. It can be used by the administration to benchmark current practices, to establish new approaches and if necessary it can form the basis of a training or development need.

It offers a toolkit of practical concepts for the development of a vision, a development strategy and the management techniques relevant to a changing external world and current internal structures. Based on the diagnostic report and other internal studies, individual Customs Administration can therefore select from the toolkit the concepts that seem most suitable to serve their needs.

For example, if the Strategic Management component needs to be reformed, the compendium helps to address:

- What is a strategy and what is Strategic Management?
- Why is it important for a Customs Administration to work with Strategic Management?
- What is the link between Strategic Management, Risk Management and Systems Architecture?
- Which models can be used to implement Strategic Management in practice?

The Compendium is also intended for use in the organizational development process: guiding Customs Administrations in key aspects of the design, start up and maintenance processes. In doing so, a selection of topics will be shown and explained. Each topic will contain:

- A recognizable concept or model
- Clarifying image(s)
- A case study
- References to background material (articles, books, etc)