

ISO 9001:2015 is an internationally recognised standard achieved by organisations capable of demonstrating their ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. With the aim to, first and foremost, enhance customer satisfaction through excellence, leadership and consistent value proposition, ISO 9001:2015 establishes solid foundations for sustainable development of not only the organisation but the broader stakeholder network.

The achievement of ISO 9001:2015 Quality Management System certification is an irrefutable proof of the Jamaica Customs Agency's (JCA's) ability to consistently provide services that meet stakeholder requirements. As such, the Agency's success in realising this exceptional feat as the first Customs Administration in the English-speaking Caribbean signals the Agency's unwavering commitment to realising and optimising the core objective of a quality management system – customer satisfaction.

The JCA, since starting the journey to becoming ISO 9001:2015 certified, has embraced a culture of quality which promotes a deep-rooted commitment to customer satisfaction.

# JCA successfully attains ISO 9001:2015 Certification

The Agency currently fosters a culture where every employee, from top to bottom, understands the importance of quality management systems and actively contributes to its success. By embedding quality consciousness into the Agency's everyday operations, a strong foundation has been laid for the continual improvement of our processes and service delivery.

The theme for the celebration of this year's Customs Week "Customs Engaging Traditional and New Partners with Purpose", augments the Agency's commitment to "Delivering Quality Service at International Standards" to all stakeholders, as customer satisfaction is the hallmark of the JCA's quality management system.

Upon embarking on the ISO journey, the Agency ensured comprehensive understanding of the ISO 9001:2015 requirements was woven into the fabric of the Agency's business practices. From defining processes to ensuring delivery of services, every step is a deliberate move towards excellence. The journey involved fostering a culture of continual improvement, where every team member played a part in enhancing overall efficiency and customer experience. This is a shared adventure, aligning the organisation's goals with internationally recognised standards ultimately leading to a euphoric moment of certification – an attestation to the JCA's commitment to delivering quality in all aspects of our service delivery and business practices.

Through on-going trainings, quality management sensitisation sessions, internal quality audits, capacity building workshops, management reviews, the staff members of the JCA are consistently educated on the quality standards set out in ISO 9001:2015. With employees being empowered with this knowledge base, the Agency is better equipped to align its processes, procedures, and business strategies with the requirements of the standard. To ensure compliance with standards, team members are often engaged in open dialogue to gather valuable insights and suggestions for enhancing our processes. By leveraging these inputs, processes have been streamlined to eradicate inefficiencies and to improve overall effectiveness.

This collaborative and proactive approach both contributed to the Agency receiving ISO 9001:2015 certification and the enhancement of its operational efficiency. The Jamaica Customs Agency, through a culture of quality, clear understanding of requirements, process evaluation, collaboration, and continual improvement, hopes to successfully maintain its commitment to service excellence.

## Creative Art

### Ode To Jamaica Customs Agency

By Cheriee Russell

Here in Jamaica, of sun and sea blessed, Are Customs agents with purpose, and finesse.

With partnerships formed, both old and new, "Country Above Self", to this we stay true.

For every interaction, we'll exceed expectation.

With a passion for helping, there's no hesitation.

Engaging our partners with so much purpose, Innovation and accountability, that's our focus.

A team dedicated beyond compare, Focused on our stakeholders, we hold so dear.

Openness displayed contributes to success, Best practice guaranteed, all parts of the process.

Clients are served with commitment and respect,

As Jamaica's borders we aim to protect. Integrity at the core, and corruption we detest.

Jamaica Customs Agency, better than the rest.

*(Cheriee Russell is an employee of the JCA, Information Services Division)*

# Jamaica Customs provides travel, trade and clearance tips

**1** Importers must make an accurate declaration of the contents of their shipment, and submit proper invoices to Customs, to avoid or reduce delays.

**2** Shipments requiring you to pay Customs duties and taxes are cleared on a Customs Goods Declaration, known as an IM4 or IMS4. Ask your Clearing Agent to provide your Customs Declaration, Customs Assessment Notice and Customs Receipt, once duties and taxes are paid. Where your Clearing Agent may not be able to provide the IM4 or IMS4, request your Customs Goods Declaration Registration Number or C-Number, which can be used to verify your payments.

**3** Where applicable, importers must apply for the requisite permission, permits and/or licences, from the relevant Ministry or Border Regulatory Agency, before importing or shipping items.

**4** By law, passengers must declare to the Customs Officer, if they are in possession of US Ten Thousand (US\$10,000.00) and more (or its equivalent), and provide documentary evidence of the source of funding.

**5** Air passengers, please complete your Electronic Immigration/Customs Declaration Form (C5), before your arrival into Jamaica. Also, if available, present your Taxpayer Registration Number (TRN) to the Customs Officer at the airport, if you have unaccompanied shipment; this will prevent or reduce delays when clearing your shipment at the point of clearance.

**6** Items exported temporarily for repairs or commercial use, must first be registered with Jamaica Customs, using an Electronic Customs Declaration-EX2. Re-imported items which are upgraded, altered, or replaced may attract Customs Duty.

**7** Charity organisations must ensure that Certificates of Registration are valid or up-to-date, before undertaking clearance.

**8** Importers, use the JCA's Contactless Clearance Process when clearing non-commercial (personal) shipments at the ports. It's efficient; it's secure!

**9** You may use the 'Appointment System' instituted by port operators and warehouses in order to prevent or reduce wait time. Also, make use of the

door-to-door delivery services offered by some agents and port operators.

**10** #TellUs! Report any illicit activities at our borders/ports of entry. Call Crime Stop at 311. Your call remains confidential.

**11** Download the new Customs Mobile App – JaCustoms Connect – from the Google Play Store and Apple App Store today!

**12** Remember, adherence to all Customs-related requirements is necessary for the efficient processing and clearance of goods, so do your part.

**For information, visit the JCA's website and our social media platforms. Contact us by telephone at: 876-922-5140-8 or email: public.relations@jca.gov.jm.**

**"Jamaica Customs...Keeping Our Customers in Focus"**