



SINGAPORE CUSTOMS 新加坡关税局 KASTAM SINGAPURA சிங்கப்பூர் சுங்கத்துறை

ACCEPTANCE SPEECH BY MR FONG YONG KIAN, DIRECTOR-GENERAL, SINGAPORE CUSTOMS, AT THE BUSINESS EXCELLENCE AWARDS PRESENTATION CEREMONY ON 20 NOV 2012 AT SHANGRI-LA HOTEL

Deputy Prime Minister and Minister for Finance, Mr Tharman Shanmugaratnam;

Chairman of the SQA Governing Council, Professor Cham Tao Soon;

Distinguished guests;

Ladies and gentlemen,

Singapore Customs is very honoured to receive the prestigious Singapore Quality Award.

2 Singapore Customs has served the nation well for more than a century. Over the years, we have constantly re-invented ourselves to fulfil our mission of Making Trade Easy, Fair and Secure.

3 Trade is the lifeblood of Singapore's economy. Singapore Customs upholds the integrity of our trading system, by putting in place regulations that ensure a level playing field for business, facilitate the smooth flow of legitimate trade, and secure our trading system and international supply chains.

4 Singapore has consistently been ranked at the top in several key global surveys of customs administrations. Such results assure us that our regulatory approach of forging close partnerships with our companies is effective. Although we are a regulatory agency, we see the companies as partners and as customers. We identify mutual goals with the companies and we put ourselves in their shoes to co-create solutions with them to meet the twin objectives of facilitating trade and deterring unlawful trading activities.

5 To give Singapore's trading sector an extra competitive edge, we adopt an inter-agency approach to streamline and shorten complex international trade processes. We also leverage on IT innovations to boost productivity in the trading and logistic sectors. Beyond our shores, we collaborate closely with other customs administrations to implement measures to facilitate and secure international trade flows, and realise the benefits from the many Free Trade Agreements Singapore has signed.

6 Achieving the Singapore Quality Award is indeed a heartening affirmation that we are on the right track. We will continue to learn from the best on our journey of excellence, to serve Singapore and the trading community better.

7 I would like to thank all our partners and stakeholders who have been working closely with us. Many of the trade associations and chambers of commerce are present here tonight. I also want to especially mention the Immigration & Checkpoints Authority, who is our closest partner. Without all your strong support, we would not be here tonight. Thank you.

8 I would also like to pay a tribute to all our staff in Singapore Customs. They are at the heart of everything we do. They have responded energetically and strongly supported the call by Singapore Customs leadership to pursue excellence. I thank them for the passion they have put into their jobs every day. I am really, really proud of you all. Thank you!

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