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**BUSINESS CLIMATE
REFORM**



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M1

Risk Management

Unlocking the Mystery

Robert Holler

Mark Stomski





Robert Holler

- U.S. Customs Officer (27 years)
 - Border and Airport Operations
 - Facility Design
 - Evaluations and Procedures
- Customs Advisor (9 years)
 - UNCTAD – Namibia, Albania
 - CBP – Macedonia, Bulgaria, Romania, Moldova
 - USAID – Nepal, Armenia, El Salvador, Georgia, Kazakhstan, Kyrgyzstan, Tajikistan



Mark Stomski

- **US Customs Officer**
 - Import Specialist
 - Trade Compliance Risk Manager
- **Private Industry**
 - Licensing and Customs Specialist
 - Import Project Manager
 - Customs Broker's License
- **Customs Advisor**
 - Southeast Europe, Egypt, Montenegro



Now it's your turn....

- Name?
- Number of Years in Customs?
- Current Position?
- Previous Positions?



Key objectives

- ~~To tell you what your risks are~~
- ~~To tell you how to deal with them~~
- ~~To give you step by step instructions~~
- ~~To answer all of your questions~~
- To enable you to do all of these things yourself



Analytical skills

- An analyst must have the skills to:
 - clearly define a problem or question
 - find and select information that addresses it
 - select appropriate information management and analysis tools
 - recognize and account for weaknesses in both the tools and the data
 - conduct analysis and interpret results
 - communicate meaningful results to different audiences
 - be a discriminating consumer of information produced by others



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Additional Skills

- Information management skills
- Technical skills
- Communication and presentation skills
- Project management skills



A few basic rules

- We start at the announced time
- That means not 10 minutes later
- We will start without you
- If you want a certificate, be here
- Listen when others talk



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A few basic courtesies

