

# From the CEO



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A strong focus in this edition of *Manifest* is on management of cargo and of the organisation itself.

The Cargo Management Re-engineering Project and Business Re-engineering Project have seen the most significant changes to Customs in years.

A new organisation structure, designed to facilitate the alignment of Customs new cargo-management processes with the business processes involved in the movement of international cargo, was instituted on 1 October. As we prepare to enter phase two of CMR, this new structure will provide the framework within which new work practices will be developed.

Another article in this edition deals with the question of how Customs intends to measure the success of new container x-ray facilities being established in Melbourne, Sydney, Brisbane and Fremantle. Interesting questions have been raised such as how Customs can effectively plan to manage an unknown quantity - the number of suspect cargo containers that will be identified by the new container x-ray facilities.

Management of passenger processing is also under the spotlight this issue. Coping with increasing numbers of arrivals while applying more stringent security at the border are carefully considered. One article reviews Customs pilot of

photo-matching technology to perform face to passport checks at airports which emphasise Customs dedication to the investigation of emerging technologies. Other articles present Customs commitment to continued improvement of border management with the acquisition of portable narcotic detection equipment and the global evaluation of x-ray technology.

Customs commitment to protecting our borders, even in remote areas, is outlined in articles on the Kimberleys and the Great Australian Bight.

Assistance given by Customs to the military and the survival of the birds that as eggs were seized at the border display the close cooperation Customs has with other agencies such as Defence and Environment Australia.

This edition of *Manifest* also covers Customs representation internationally in Thailand and our important role in the Manchester Commonwealth Games.

The impact that the cargo container has had on the world is outlined in a fascinating article; consider the world today, including how it would affect Customs, without this unassuming invention.

An historical tribute to Sir Frederick Galleghan, also known as 'Black Jack', who was a Customs officer and veteran of both world wars, rounds out the edition.