

## EXECUTIVE SUMMARY

Gem Industry is a pride to the nation and Ceylon Blue Sapphire is one icon Sri Lanka is known to the world. Gem which is a Naturally available resources to the country can help the national economy immensely and it has been doing for centuries in different levels depending on the government policies and the respective rulers support on the trade. Today gem industry all over the globe is highly upgraded where synthetic and natural gem stones are not differentiable and the quality and durability of such synthetic stones also high as natural where natural stones have to be much more unique to keep its value high. That is why our country who is privileged in the industry with the blessing of most precious and high quality natural gem stones should enhance the industry standards to gain more advantages over the gem trade.

Sri Lanka Customs being the one and only control and facilitating agency for cross border transactions of the country, has the responsibility over proper guidance and control of gem exports of the country too. The Gem Unit of Sri Lanka Customs is the main agency who authorise and control the export process of gem stones and other precious cargo where professionally qualified gemmologists who has been specially trained after recruiting for customs service is being serving. The standard and quality of the service as well the professionalism and talent of the officers highly affects the industry.

The Project scope has been developed for a better process in the gem Export mechanism by restructuring the gem export procedure at Sri Lanka Customs in such a way that process is streamlined where all different process flows which have been deviated from the management are made parallel to each other so that better management and better control is feasible. Since the Export process is still operated manually as well very lengthy, delays as well the misuse of the mechanism is highly probable. By automating the system, most of the existing issues will be solved as computerised environment makes securing of data feasible as well eliminate unnecessary delays of manually taking documents from place to place and minimises the human errors.

The filed project will be executed in four phases. Firstly, the current situation is studied and analysed, do field studies and personnel view of stakeholder will be collected too. Then restructuring proposal will be created to eliminate unnecessary steps and to

streamline the process for a better mechanism. Then the documentation of the export process will be proposed to automate while adhering to the uniqueness of the gem industry where only certain level the process can be automated as testing by an appraiser is unavoidable due to the very unique nature of the gem stones .

By accomplishment of this project it is expected to increase the gem export revenue to the country as a means of foreign exchange, to have a proper documentation for a better forecasting for the future planning as well to manage the export process more advantageous way in economically and diplomatically to the country. Moreover, this would increase the compliance level of the exporters too. Gem Exportation will then be identified as a main source of revenue to the country as well it will re gain the name it was losing slowly to other countries in the last decade after the project has been successfully implemented.