Evaluation of the Export Certification Program

From April 2016 - November 2019 for regulated animal, food and plant products - did CFIA deliver its export certification program

accurately, timely and digitally-enabled?

How CFIA evaluated

→ **Interviewed:**
- 22 exporters across Canada
- 4 technical specialists overseas
- CFIA employees across the country in 19 local offices, 6 laboratories and national headquarters

→ **Assessed activities that support export certification including:**
- negotiations with foreign trading partners
- laboratory testing, certification and reporting

→ **Reviewed academic, industry, and Canadian government documents**

Key findings

CFIA issued accurate export certificates within a timeframe that met the needs of industry. At the time of the evaluation, CFIA was working towards implementing its system to deliver all export certificates in a digitally-enabled manner. CFIA's collaborative approach to negotiations with trading partners on certification requirements facilitated expansion into new export markets.
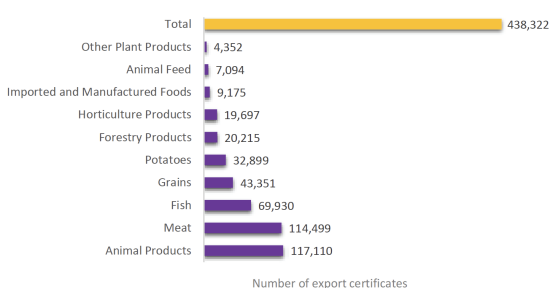
Recommendations

Service delivery standards
→ Review and update 2018 service management strategy to align with CFIA's strategic priorities
→ Develop and implement service standards across the export certification program
→ Group commodities that require similar export certification verifications and establish appropriate service standards for each group aligned to the updated CFIA service management strategy
→ Monitor and report on performance against these standards

Resources and information management
→ Strengthen how CFIA applies an integrated risk management approach within and across its animal, food and plant programs to more effectively determine appropriate resource allocations to its export certification activities
→ Develop a transition plan designed to ensure that all paper and electronic export certificates are entered and managed in the Digital Services Delivery Platform (DSDP)
→ Provide all relevant employees with access to updated export certification training, guidance and reference tools
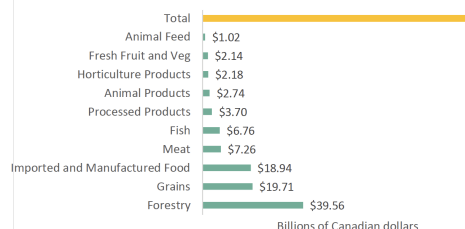
Did you know…

Top 10 products by number of export certificates issued (2018-2019 fiscal year)
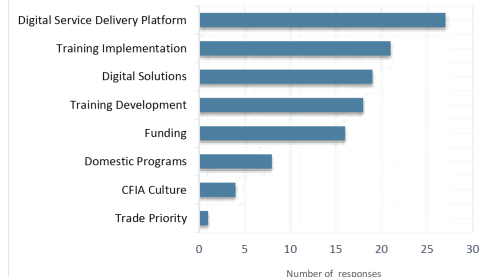
Product	Number
Total	438,322
Other Plant Products	4,352
Animal Feed	7,094
Imported and Manufactured Foods	9,175
Horticulture Products	19,697
Forestry Products	20,215
Potatoes	32,899
Grains	43,351
Fish	69,930
Meat	114,499
Animal Products	117,110

Number of export certificates

Source: CFIA Management Resources and Results Structure

Top 10 exported commodities by dollar value (2018, Canadian dollars, Billions)

Commodity	Value
Total	$104.01
Animal Feed	$1.02
Fresh Fruit and Veg	$2.14
Horticulture Products	$2.18
Animal Products	$2.74
Processed Products	$3.70
Fish	$6.76
Meat	$7.26
Imported and Manufactured Food	$18.94
Grains	$19.71
Forestry	$39.56

Billions of Canadian dollars

Source: Agriculture and Agrifood Canada Market Access Secretariat

Key variables to the success of the export certification program

- Digital Service Delivery Platform
- Training Implementation
- Digital Solutions
- Training Development
- Funding
- Domestic Programs
- CFIA Culture
- Trade Priority

Number of responses

Source: As ranked by CFIA employees that were interviewed for this evaluation.