

## ↔ *A Message from the Editor-in-Chief* ↔

Dear Colleagues,

I'm no Nostradamus, but I can quite confidently make at least one prediction for the new year: you will hear a lot about Performance Measurement from the Trade Commissioner Service divisions in Ottawa! One thing is sure — we are all working hard toward TCS renewal, and to make your jobs more challenging and interesting.

### **PMI CONSULTATIONS YIELDING RESULTS**

No sooner had the Chief Trade Commissioner launched the TCS Performance Measurement Initiative last October 8, than the PMI team launched itself into extensive consultations. These will continue over the next few months, but already, a wealth of useful discussion has taken place.

We were pleased to get so many favourable comments about Kathryn McCallion's launching of the PMI to a full auditorium. In fact, the videotaped presentation proved such a resounding success that we plan to do another one early in the new year. This time, Kathryn will fill you in on the progress of the PMI. As before, a videotape of the presentation will be sent to all posts.

As promised, Kathryn herself has been in contact with all heads of missions (HOMs) and trade program managers at posts, to discuss the PMI and its implications. To all who joined in the conference calls with Kathryn, we want to say thanks for your participation and for the valuable feedback that you provided. We are currently preparing a summary of the teleconference discussions, and all posts will get a copy.

Thanks to a positive and generous response from the vast majority of proposed candidates, each of the six PMI components now has its own Advisory Group. We look forward to drawing upon their ideas and experience throughout the consultation process. Also, please don't hesitate to contact the PMI team members in Ottawa; their names are listed elsewhere in this issue.

The focal point of our consultations so far has

been the TCS Services List, which is to be the main product of the PMI's first component, Client and Services Definition. Besides being reviewed by many Trade Commissioners in Ottawa, successive versions of the list have been submitted for scrutiny to a number of other venues, such as:

- Private-sector focus groups have looked at the list in Montréal, Toronto, Halifax and Vancouver.
- PMI project managers Pierre Boyer and Pierre Sabourin have personally consulted on the list with colleagues in Atlanta, Boston, Chicago, Miami, London, Paris and Lisbon.
- The list was the main focus of a high-tech videoconference with Tokyo in mid-December.
- In his capacity as member of the PMI Steering Committee, Roger Ferland discussed the PMI in general and the list in particular with HOMs and others at our posts in Paris, London and Dublin.
- In addition to personally visiting the Consulate Generals in Shanghai and Hong Kong, I featured the PMI at the Greater China HOM and Trade Co-ordination Meeting in Beijing, where I had the opportunity to brief staff from all our Chinese missions, including Guangzhou and Taipei. On my return to Canada, I stopped in Europe and presented the PMI to officers from Vienna, Prague and Munich.

Finally, as you well know, all posts were recently given the opportunity to share in designing the list by means of a questionnaire. Many thanks to those who have already submitted their comments. We look forward to more input from the field, so that we can home in on a final product that we believe everyone can live and work with. Our thanks go out to all who took the time and trouble to contribute to what will be, after all, the basis of their own future job description. Stay tuned for the launching of "the list."

Happy New Year to all!

*Richard Lecoq*