



Eastern

Eastern Operations has eight issuing offices in Quebec and the Maritimes. (The Laval issuing office was officially opened on May 15, 1992.)

Production and budgetary objectives for the whole Eastern Operations as well as for the individual issuing offices were met, and a productivity rate of 4,307 passports per person-year was achieved.

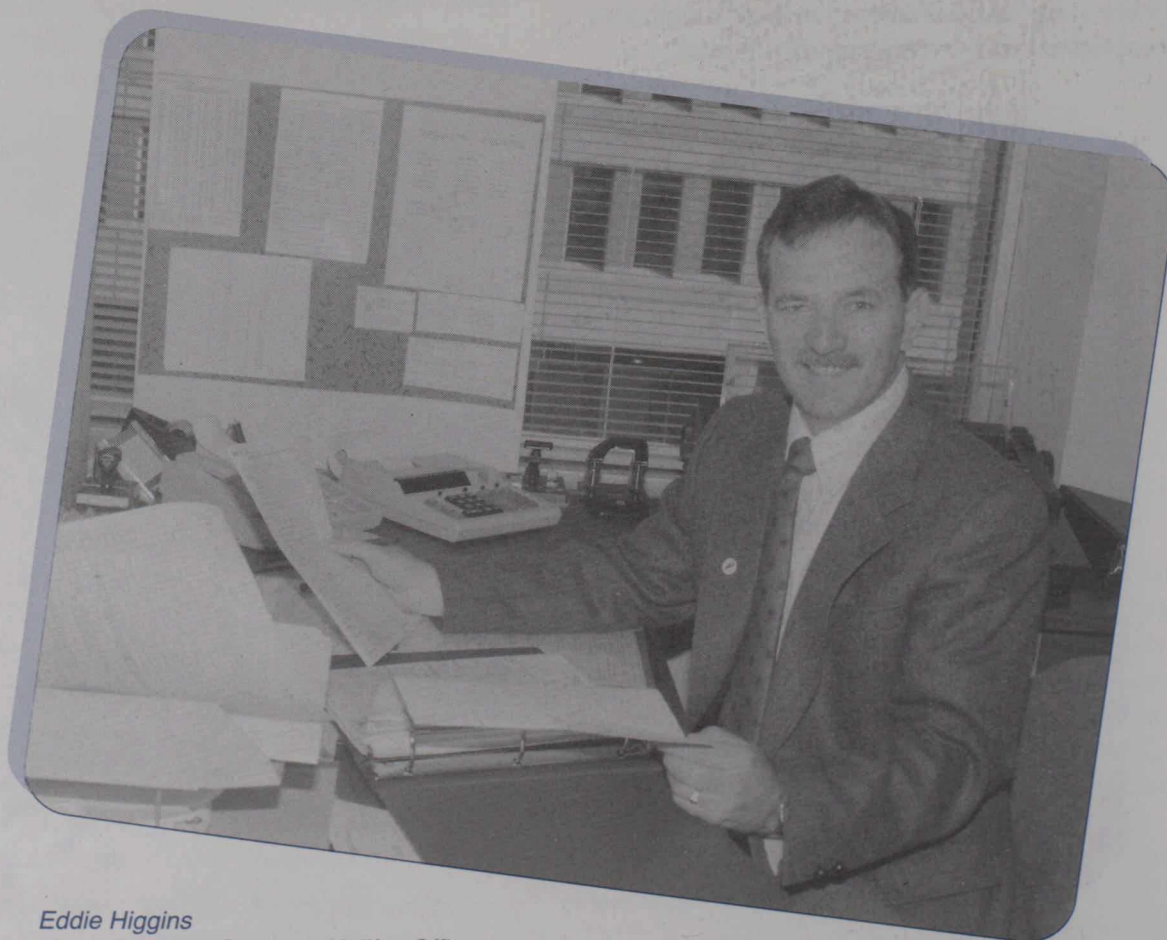
The first meeting of Eastern Operations managers took place in Montréal in May 1991. The meeting allowed members of the Eastern team to discuss the goals and objectives of the organization, as well as other matters related to operations, finance and personnel management. This meeting was an important opportunity to share experience, develop

expertise and focus on a cohesive approach to management.

Foreign delegations from the Netherlands, Australia and Sweden, representing the International Civil Aviation Organization, visited the Montréal office to explore passport production methods.

A number of promotional activities were carried out to heighten the profile of the Passport Office:

- Information was sent to all travel agencies and professional photographers of the Eastern region, to inform them about services offered by the passport offices in their areas.



*Eddie Higgins
Head, Passport Services, Halifax Office*