



**MESSAGE FROM  
THE CHIEF  
EXECUTIVE  
OFFICER**

**"The Vision: Government services that are affordable, accessible and responsive." *Blueprint for Renewing Government Services Using Information Technology.***

The year since we formulated our last Business Plan has brought many changes.

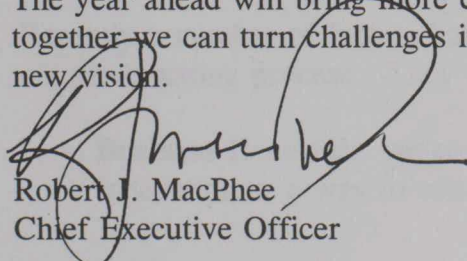
Within the Passport Office, we have received preliminary project approval from Treasury Board for the renewal of our business process, including the installation of a renewed information technology infrastructure. As you know, we have been working towards implementing our Technology Enhancement Plan since 1993; in the coming year we will be finalizing the implementation strategy.

On a government-wide basis, two major initiatives have heralded a new era. The Treasury Board's *Blueprint for Renewing Government Services Using Information Technology* aims for better service to the public at reduced cost through the use of information technology. The Program Review, a year-long examination of all federal government spending, sought to bring about the most effective and efficient way to deliver programs and services to Canadians.

It is in this context that we have developed the Passport Office Business Plan for 1995-96. The focus throughout is on our clients and on providing high-quality services – a key strategic objective of the Passport Office as a Special Operating Agency.

But a plan is only as good as those who carry it out. The Passport Office employees are the key to successful business renewal. In that connection, I am committed, as ever, to the Agency's other key strategic objective – quality of working life. Evidence of this commitment can be found in the studies on workstation configurations and quality of working environment, and in the transitional human resources management plan described in the Business Plan.

The year ahead will bring more changes and challenges. But together we can turn challenges into opportunities and reach for the new vision.

  
Robert J. MacPhee  
Chief Executive Officer