DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE/MINISTERE DES AFFAIRES EXTRANGERES ET COMMERCE INTERNATIONAL

SERVICE STANDARD INITIATIVE/INITIATIVE DES NORMES DE SERVICE
WORKING GROUP/GROUPE DE TRAVAIL

24/2/94

PM/MIN - PRIME MINISTER/MINISTRE/PREMIER MINISTRE/MINISTRE
GEN PUB/LE GD PUB - GENERAL PUBLIC/LE GRAND PUBLIC
CDN BUS CTY/CTE COMM CDN - COMMUNITY/COMMERCIAL CANADIAN
OGD/AMO - OTHER GOVERNMENT DEPARTMENTS/AUTRES MINISTERES GOUVERNEMENTAUX
DEPT EMP/PERS DU MIN - DEPARTMENTAL EMPLOYEES/PERSONNEL DU MINISTERE

DIVISION/ DIRECTION	DESCRIPTION OF SERVICES/DESCRIPTION DES SERVICES	PRINCIPLES/PLEDGES PRINCIPES/ENGAGEMENTS	DELIVERY TARGETS/DATE LIMITE DE LIVRAISON	COMPLAINT/ REDRESS MECHANISM MECANISME DE RÉDRESSEMENT/ PLAINTES	SERVICE COST/ COÛT/ FRAIS SERVICE	CLIENTELE				
						PM MIN	GEN PUB/ LE GD PUB	CDN BUS CTY/ CTE COMM CDN	OGD AMO	DEPT. EMP./ PERS. DU MIN.
CPSI cont'd	Contribute to human resource development within the Public Service	Professional, responsive, timely	Participate in all scheduled meetings and working groups						X	X
	Identification of training needs	Professional, responsive	Initial response within 5 days							X
	Identification of sources of training.	Impartial, professional	Response within 24 hrs							X
	Assistance with logistics, standards, cost effectiveness, evaluations, etc	Professional, timely, responsive	Response within 24 hrs							X
	Provide computer-based Training Management System.	Accuracy, timeliness, responsiveness	Response within 24hrs						X	X