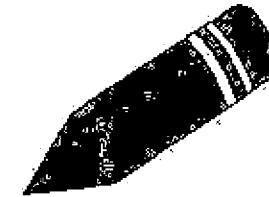


DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL TRADE/MINISTÈRE DES AFFAIRES EXTRANGÈRES ET COMMERCE INTERNATIONAL

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



24/2/94

PRÉMIER - PRINCE MINISTRE, LEADER DU GOUVERNEMENT, MINISTÈRE
GOUVERNEMENT GRAND PUBLIQUE - GOUVERNEMENT GRAND PUBLIC
CONSEIL D'ADMINISTRATION COMITÉ CONSEIL D'ADMINISTRATION COMMUNAUTAIRE CANADIEN
GOUVERNEMENT AUTRES GOUVERNEMENTS DÉPARTEMENTAUX MINISTÈRES
CONCERNANT
CENTRALISATION DU MINISTÈRE DES AFFAIRES ÉTRANGÈRES ET DU DEVELOPPEMENT
INTERNATIONAL

DIVISION/ DEPARTMENT	DESCRIPTION OF SERVICE/ACQUISITION OF SERVICES	PRINCIPLES/STANDARDS PROFESSIONAL REQUIREMENTS	DELIVERY/TARGET DATE LIMITS OR LEVEMENTS	COMPLIANCE SERVICES MECHANISM, MECHANISM OF REINFORCEMENT/ PENALTIES	EXCEPTION CONTROLS AND AUDITING	CLIENTELE				
						INDIV. MEM.	GOVT. AGENCIES	CIV. SERV. COUNCIL	ORG. AGENCIES	DEPT. AGENCIES
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