

2. AIM AND OBJECTIVES

AIM

2.1 THE PASSPORT OFFICE'S AIM AS A SPECIAL OPERATING AGENCY IS TO COMBINE A CONTINUING INCREASE IN THE ECONOMY, EFFICIENCY AND EFFECTIVENESS WITH WHICH IT DELIVERS ITS SERVICES WITH THE ACHIEVEMENT OF PROGRESSIVELY MORE DEMANDING FINANCIAL AND PERFORMANCE TARGETS AS AGREED UPON BETWEEN THE CHIEF OPERATING OFFICER AND THE DEPUTY HEAD.

PERFORMANCE FRAMEWORK

2.2 THE PERFORMANCE OF THE PASSPORT OFFICE WILL BE EVALUATED BASED ON ITS ABILITY TO PRODUCE PASSPORTS AT THE LOWEST POSSIBLE COST AND THE MAXIMUM LEVEL OF SERVICE.

OBJECTIVES

2.3 THE PASSPORT OFFICE'S SPECIFIC OBJECTIVES INCLUDE THE FOLLOWING:

2.3.1 TO PROVIDE EFFICIENT AND EFFECTIVE PASSPORT, TRAVEL DOCUMENT AND OFFICIAL VISA SERVICES WHICH MOST EFFECTIVELY UTILIZE FINANCIAL AND OTHER RESOURCES;

2.3.2 TO ACHIEVE SUCH FINANCIAL AND OTHER PERFORMANCE TARGETS AS THE CHIEF OPERATING OFFICER AND THE DEPUTY HEAD MAY FROM TIME TO TIME DETERMINE;

2.3.3 TO RUN ITS OPERATIONS, AS FAR AS IS PRACTICAL, IN ACCORDANCE WITH GENERALLY ACCEPTED BUSINESS PRACTICE;