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Client Services, Client Services and Installations, **Mark Laviolette**

4

An organization is only as effective as its people. The Passport Office is fortunate to have skilled and thoughtful personnel—managers, examiners, analysts, administrative officers, Call Centre

staff—each and every one of whom contributes to the success of the Passport Office. This year we saw, again, great commitment from our employees and input into program development. The Passport Office is constantly addressing and improving staff skill-sets, training and abilities, especially with the implementation of automated systems and processes. We have implemented many successful internal measures, including surveys and client service training,

