

THE TRAVEL NEEDS OF CANADIANS

The Passport Office enjoys an excellent international reputation for the integrity of both the documents it issues and the issuing process itself. Here at home, client surveys and other data show that Canadians greatly appreciate the fast, dependable, courteous service they receive from their Passport Office. To maintain this reputation, the Office constantly searches for new ways of doing business through technological and client service improvements. In its quest for excellence, the Passport Office has established close ties with other Canadian government departments and agencies. These alliances allow the Office to improve its service to the Canadian public and at the same time enhance the security and cost-effectiveness of its operations.

The mandate under which the Passport Office operates is derived from the Canadian Passport Order. Under this order, the Office is charged with the issuing, revoking, withholding, recovery and use of passports.

Another responsibility is to deliver guidance to missions abroad, which are sometimes called upon to provide passports to Canadians who are out of the country. The Passport Office also offers travel services to officials and elected representatives travelling on business on behalf of the Government of Canada or provincial or territorial governments. In addition, it responds to international requests for advice on the effective and efficient delivery of a secure passport.

**“THE OFFICE IS COMMITTED TO PRODUCING TRAVEL DOCUMENTS WITH THE
HIGHEST REGARD FOR COST EFFECTIVENESS WHILE ENHANCING ITS QUALITY OF SERVICE”**

MISSION

The Passport Office has a clear mission—to provide the Canadian public with internationally respected travel documents. The documents are recognized by multilateral treaties and have a worldwide reputation for their authenticity and the integrity of the issuing process.

The mission statement expresses the basic purpose of the Agency and acts as a basis for developing the long-term strategy, including identification of potential markets and product lines. The broad nature of the mission statement enables the organization to adapt to changing circumstances. The mission statement has been reproduced as a poster, reprinted in all corporate documents and communicated to all employees. As a result, all employees are aware of the mission and are evaluated on the basis of how well they contribute to it.

The Passport Office is a highly motivated service-oriented organization that achieves excellence while operating in a fiscally responsible manner. The Office is committed to producing travel documents with the highest regard for cost effectiveness while enhancing its quality of service, according to defined service standards and maintaining the security of the travel documents it issues.

The greatest asset of the Passport Office is its staff. They have been encouraged to take the initiative to resolve complex issues and to accommodate the travelling public in every reasonable way. The organization recognizes and awards outstanding service.