

determine their training needs. Specific units of information have been developed so that training packages can be assembled to meet the needs of individual posts. We have developed an initial long-distance training package for mission personnel and have participated in consular training abroad and in Canada.

The Directorate expanded the formal audit of applications submitted in Canada and took on the responsibility of accounting for blank passport forms and identification labels for posts abroad, also ensuring that posts have sufficient blanks and labels to provide passport service.

The Passport Office in Hull now issues passports to Canadians living in the United States (although emergency service is still provided by missions there). Computer connection through the SIGNET system in Foreign Affairs and International Trade and at posts is being considered.

The Directorate also took part in a consular study of the feasibility of centralizing passport issuance in Western Europe.

The 1993-98 Audit Plan is currently being carried out to provide management with an independent assessment of the quality of the Passport Office's internal controls and business processes, as well as with recommendations and suggestions for continual improvement. By the end of the fiscal year, the Audit Plan had been developed and seven audits had been completed, with 12 more scheduled for 1994-95. Generally, the audit teams looked at the effectiveness and efficiency of operations, the management systems and security controls. As a whole, the audits, completed in 1993-94, found Passport Office operations efficient, and service excellent. A recurrent recommendation for improved technology is already being addressed.

