

AUDITING SCHEME:

In an operational audit system it is not necessary to perform a 100% audit if the objective of the system is to ensure that the same deviations from prescribed instructions are not repeated. The returns from a particular passport issuing office would most likely have been processed in much the same manner, consequently monitoring of application could be on a statistical sample basis.

It is therefore suggested that the audit of passport services, rendered by passport issuing offices, be on a sample basis with the size of the sample increasing or decreasing depending on the rate of errors.

As a consequence the auditing scheme would vary for each passport issuing office.

However, for the first few weeks of operations at Branch Offices, all (or as many as staff in Ottawa can handle) applications processed at the regional office should be re-examined at headquarters to ensure that major areas of misunderstanding are clarified as quickly as possible.