

CHAPTER 2: THE YEAR IN REVIEW

The 1994–95 Business Plan Objectives

In recent years the Passport Office has become much more business-like in carrying out its mandate. During the 1994–95 fiscal year, it refined many of the measures it has taken to improve its operations. At the same time it paid particular attention to the seven objectives set out in the 1994–95 Business Plan. The fact that it met all its objectives is further evidence of the organization's determination to find ways to better serve the Canadian travelling public.

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The objectives enunciated in the 1994–95 Business Plan were: the Technology Enhancement Plan, the Resource Allocation Review Project, the Consular Training Initiative, the Human Resources Management Plan, Empowerment, Quality of Service Initiatives and development of New Business Opportunities and Products.



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The **Technology Enhancement Plan** encompasses a wide range of initiatives. They touch on virtually everything the organization does to produce a high quality product. The initiatives include the development of more efficient passport production systems and procedures, improved security measures and the evolution of a highly motivated workforce able to take on ever increasing responsibilities.

The four-year project, which began in 1993, will be completed by the end of 1997. In order to map out as clearly as possible the course the organization has set for itself, Technology Enhancement Plan is being carried out in four phases.

Phase one, which started in September of 1993, was completed in mid-March of 1994. It identified future client needs and requirements for the renewed issuing process. It also helped to develop alternative work flow patterns and to put in place an information technology infrastructure.