

OTHER IMPLEMENTATION UPDATES

* The days of the massive "Backgrounder" are over (this was a much repeated suggestion in the Suggestion Box). The circular document outlining the new format for briefing books has been circulated to all divisions and missions and is to take effect immediately. In fact, some divisions have already begun to use the new format (if any of you have stock in the pulp and paper industry now is the time to sell).

In case you missed the circular, the intent is to reduce the amount of time spent by departmental staff on preparing briefing books. As this requirement has now been eliminated for Ministers, managers are expected to not ask their staff to prepare massive sets of briefs for use of officials. CPG will be the format monitor and they will answer questions of format and style. These guidelines will be strictly adhered to.

* For all the overworked staff in the geographic bureaux the good news is that a new Visits Management Unit is up and running – the Visits and Conferences Division (XDV). How can they help you? Simple: you tell them of a visit in or out of Canada that you would like to arrange and what your objectives for the visit are and XDV will do the rest – from planning the visit to fit exactly your needs, to taking care of all the logistics. Seem too good to be true?

It's not. In fact the new unit is so impressive that a special edition of the Update will be out soon to tell you all about it and how it can make your life simpler. Until then if you want to find out more please call Gerry Redmond at 996-9875.

* Another step to ease the workload out there will soon be taken when the new Ministerial Correspondence Unit (CPGM) begins its operations. Once it becomes fully operational, this unit could be able to respond to all correspondence addressed to Ministers from the public. CPGM has not yet commenced operations because of delays in the required space moves (those pesky aliens again). However, renovations are now under way to prepare space for a partial startup in the near future.

Take note, however, Divisions will not be able to transfer correspondence backlogs to the new unit, so anyone out there now holding a letter that they hope to turn over to CPGM when it gets going – nice try, but "the Minister is waiting".

SUGGESTION BOX: QUESTIONS OF THE MONTH

What happened to the suggestion I submitted last spring??

Many of you have asked this question as the implementation phase of the Corporate Review proceeds. Last spring, as your suggestions were received, they were forwarded to the various working groups for analysis and consideration. They were also circulated throughout the Department to managers. In this way, those who were in headquarters had an opportunity to see the hundreds of suggestions submitted. Although most of the submissions focused on general issues, many were very specific. You will have seen that a great number of these suggestions, large and small, were reflected in the final decisions taken by the Corporate Review Steering Group last spring, and many of these changes are now in place.

What is happening to my suggestion now??

Over the past few months, we have again been reviewing the 209 submissions received and forwarding them directly to the various Divisions responsible. In follow up we are asking the Divisions to let us know how a suggestion was considered during the review and to indicate why it was, or was not, implementable. This task is taking time because in some cases it requires extensive research by one or several Divisions. We thank all those who have been assisting CRX with this task. A special thanks goes to Divisions in the A Branch and the M Branch that have received the bulk of our requests for follow up. We know that the time taken to help us out is in addition to all the other demands on your time and we thank you on behalf of all the staff who submitted a suggestion.

Will I find out what happened to my suggestion??

As a result of the follow-up work underway, we are trying to let you know how your suggestion was considered and whether it was possible to implement. Once the research is completed we face a bigger challenge...finding you!! Many of your suggestions were part of a group submission and unfortunately we have no way of identifying your specific point and responding to you directly. In addition, since posting season and the reorganization of headquarters, many of you have moved and are now part of a new division or are settling in to new and interesting places around the world. However, we know you are out there and wherever possible we look forward to getting back to you concerning your suggestion.

In the meantime, once again, appreciation and thanks to all who responded to the Suggestion Box. Your comments and input contributed a great deal to make the challenge of the Corporate Review easier and to help improve our Department. The Suggestion Box is still operational and we invite you to send your comments c/o CRX.

We recognize the work of two M Branch Divisions in particular this month.

While we all struggle to stay on top of world events and to carry out our work overseas, the Telecommunications Division (MIT) is the critical link that makes this possible. The message traffic never lets up.

The Department's printing needs are the problem of the Administrative Publications Section (MISA). With the work of the Corporate Review, this has meant an extra load with new manuals, forms, organization charts etc. (not to mention this UPDATE).

LAST PAGE

MAKE OUR DAY

If you have comments or suggestions about this UPDATE newsletter we would like your feedback so that future editions can be improved. Call CRX at 993-5563 or send us a note.

Our special thanks to those of you who have so kindly sent us your contributions for this page: revised flow charts for the Corporate Review (now being translated for a future Last Page), suggestions for management of the Bureau of Perpetual Revision and suggestions for increased PY reduction (like gradually reducing the oxygen levels in some parts of the building).

Our favorite suggestions this month are your ideas for new training courses:

- "Revision for fun and profit"
- "Writing creative telexes"
- "Memos for everyone"
- "Security for the novice"
- "Travel claims in an instant"

**AND FINALLY
YOU THINK YOU HAD A BAD NOVEMBER..!**

If you have spotted someone in the hallways lately sporting a new cast on each arm, yes, that is Garrett Lambert the ADM of the Corporate Management Branch. We will rise above the opportunity for speculation as to how this injury came to be (many of the departmental wags have offered ideas) and bring you the true story behind the story – he fell off a ladder. Be kind to an ADM this month.