

Achieving the performance targets while efficiently delivering an effective product with an acceptable level of service, calls for a constant balancing of the variables of service, security, and cost.

For example, enhanced levels of service could jeopardize security while keeping costs high. Or increased security measures

might lead to a reduced level of service and additional cost to the client. On the other hand, cutting costs could seriously hamper our efforts to ensure a secure travel document and quality of service. Decisions related to these variables have an impact on the productivity rates of the Office.