



5.0 CONCLUSION

The coming year is the fourth in the Passport Office's first five-year strategic planning cycle as a Special Operating Agency. Accordingly, we have developed the objectives for 1995-96 in the context of the Agency's mission, vision and values, and the longer-term objectives enunciated in the *Passport Office Strategic Plan 1992-93 to 1996-97*.

The current environment of fiscal restraint and the resulting limited resources made the process of prioritizing a difficult one. Nevertheless, we are confident that the choices we made are consistent with the Government's intent to provide improved service to the public at less cost.

This Business Plan is the basis upon which our performance will be judged. As such, it underlines the resolve of all Passport Office employees – from front-line employees to senior management – to accomplish the objectives established for the year ahead.