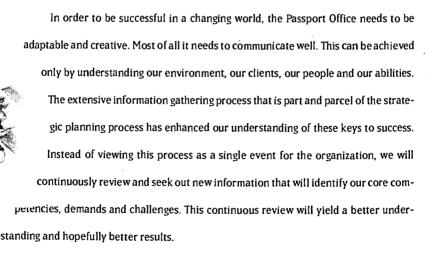
The Development of Strategic Imperatives

In 1996, the Passport Office asked three groups to look carefully at the environment in which we operate, in order to identify factors that affect and influence us. The groups were comprised of over forty Passport Office managers and several external expert advisors. From various reports, surveys and recommendations, other stakeholders were indirectly involved. From this myriad of information, thirty-seven influencing factors were identified and filtered to form the four strategic imperatives.

Among many factors identified, the importance of the passport as a security device and government document was recognized. Alliances with the private sector could provide opportunities for developing and marketing Canadian technologies while alliances with other public sector agencies would contribute to public sector renewal. We must devise new business approaches, processes and techniques, and we must realize our goals with the fiscal restraints placed on us. Through alternative cost management approaches, alliances, the application of technology and the possible introduction of the new Passport Card, we hope to advance to the next level of performance. But the key influence to our success is our people, and the recognition that their skills, training and talent provide opportunities for the Passport Office.

Conclusion



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