

## PART VI

## EVALUATION

## CEO RESPONSIBILITY

## CRITERIA

## AUDIT

- 6.1 The CEO is responsible for ensuring that the security of the travel document and the impact and effectiveness of services provided by the Passport Office are evaluated every five to eight years.
- 6.2 The Agency's performance will be evaluated based on its ability to produce secure travel documents with the highest regard for cost-effectiveness and the maximum possible level of service. The annual Business Plan is the definitive document against which performance will be judged.
- 6.3 The Passport Office will be subject to audit by the Office of the Auditor General of Canada.
- 6.3.1 In addition, the Agency has put in place an internal audit plan to provide management with an independent assessment of the quality of the Passport Office's internal controls and business processes.

