

Ultimately, the purpose of this document is fourfold. First, we must examine our environment to determine what our clients require and expect of us. Second, we must identify the critical strategies to promote change. Third, we must identify a process to ensure these changes are successfully implemented. And finally, we must ensure that employees and other stakeholders understand, communicate and promote these changes.

Our Vision

To be a role model of successful, efficient service within government.

The Passport Office strives to become an exemplary service organization by incorporating a client focus in all aspects of our operations. By doing so, we endeavour to become more innovative in our style of management and program delivery. Focusing on client needs also enables us to challenge standard government policies, procedures and activities to identify areas of improvement, duplication, and cooperation.

Our Mission

Our fundamental purpose is to facilitate travel of Canadians throughout the world by providing internationally respected travel documents and services. We will also work in alliance with other government agencies to provide secure identification documents and services.

The Passport Office was established to provide a Government of Canada travel document that identifies the bearer as a citizen of Canada, with all the rights and privileges that citizenship entails. This is still our fundamental purpose. However, over the years we have developed certain skills and acquired specialized knowledge that allow the Passport Office to advise and work with other government agencies, be they municipal, provincial or foreign governments, in their initiatives as they relate to secure identification documents and services.

By capitalizing on our strengths, the Passport Office and its employees can contribute in a positive manner to the enhancement of government services and security.