

# I - INTRODUCTION

The Strategic Plan provides long-term direction to the Passport Office management team to ensure that the organization has the flexibility to adapt to change and the resources needed to reach its objectives. The Strategic Plan also serves to communicate corporate values, issues and proposed strategies to all members of the organization.

To ensure that it chooses an appropriate course of action in responding to changing conditions, the Passport Office must have a firmly grounded sense of its purpose and its capabilities. This document therefore:

- ❖ identifies the mission, vision and values of the Passport Office;
- ❖ examines the environmental forces affecting the organization; and
- ❖ articulates strategies that will enable the organization to extend its resources to meet the challenges that lie ahead.

The Strategic Plan forms the basis for the development of annual Business Plans over the next five years.

