



The Human Resources Management Plan is an important initiative embarked on during the year. The Directorate requested submissions and consulted with management on both content and direction. It was agreed that this would be a cooperative initiative with Consulting and Audit Canada. Ultimately the plan will address such topics as the planning, acquisition, development, allocation, utilization, retention and evaluation of human resources and of an appropriate reward system.

The Plan demonstrates the intent of the Passport Office to meet the goals of Public Service 2000:

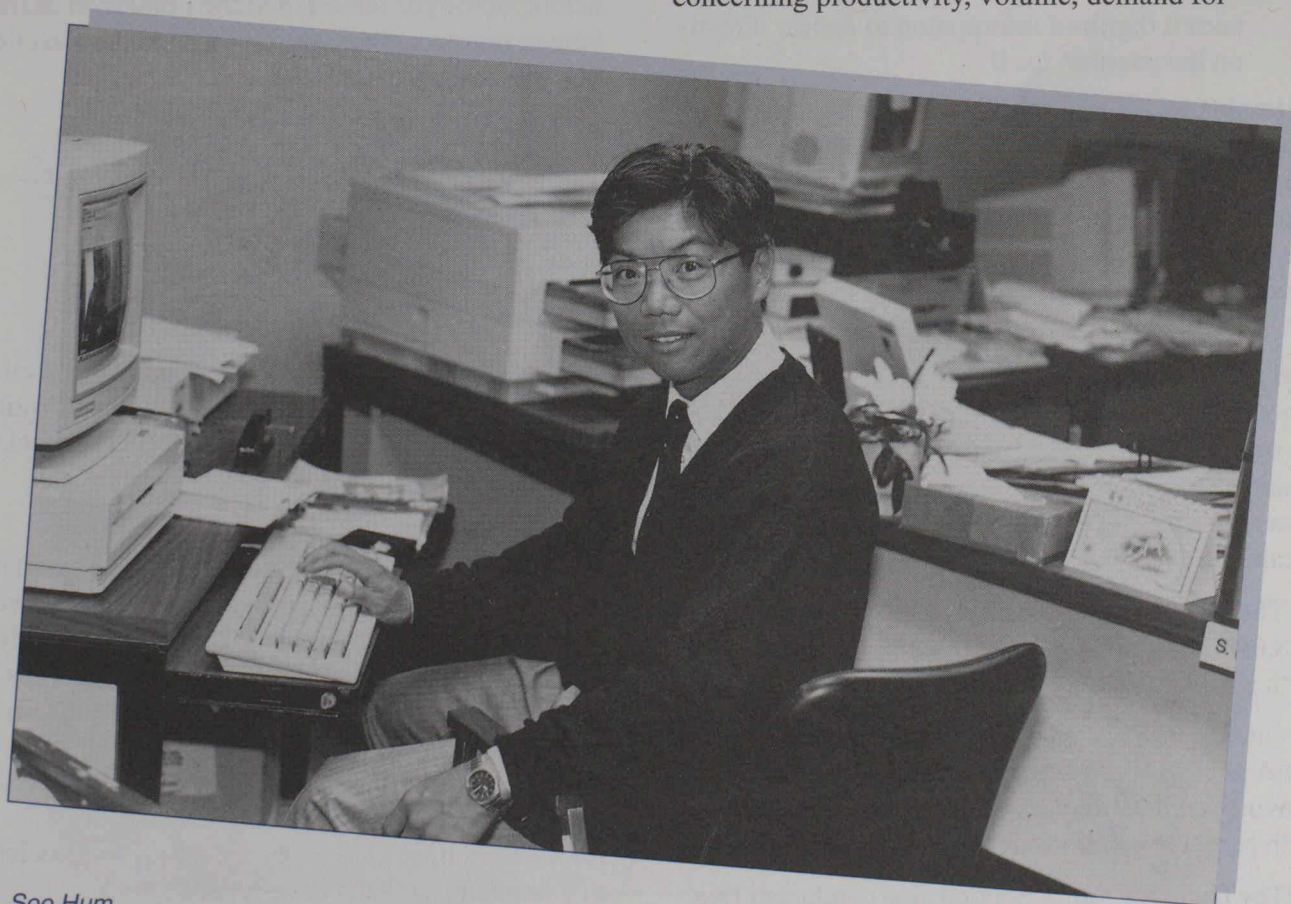
- improved service to the public
- innovation and empowerment
- improved management of personnel, and
- increased accountability.

The strike by PSAC in September 1991, was naturally a major concern of Personnel Administration. Most managers were excluded from the strike, and in all issuing offices a designated employee was on duty. Thus, although service was disrupted, the Office was able to meet emergency requests.

In 1991-92, the Passport Office employed up to 540 people during peak seasons.

Management Services

Organized under the mantle of Management Services are: Passport Technology and Quality Control, Electronic Data Processing Systems, and the Organization and Methods Section which is responsible for the production of statistical data concerning productivity, volume, demand for



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