

100 EXECUTIVE SUMMARY

Presented herein for approval, pursuant to subsection 4.4 of the Framework Document of the Passport Office, Special Operating Agency of External Affairs and International Trade Canada, is the Business Plan for the fiscal year 1991-92.

The specific targets for 1991-92 and the planned initiatives within the entire period 1991 to 1994 represent the collective commitment of the Passport Office Management Team to meet Government and Department requirements and expectations and demonstrate our continued dedication to our longstanding fundamental operating principle of providing a quality product with quality service at reasonable cost.

110 PURPOSE OF THE BUSINESS PLAN

This plan covers the three year planning period from 1991 to 1994 with comparison to results of 1990-91. The 1991-92 Passport Office Business Plan includes specific targets not only for the achievement of expected financial results but also for improvement and development of better performance measurement systems and techniques, continued promotion of productive management and establishment of additional service objectives regarding efficiency. This document is a corporate plan which requires the involvement of every manager and employee. Any particular performance objective established in any present Passport Office directorate, division, section or unit working plan must contribute towards the achievement of the corporate objectives and realization of the corporate plan. Results will be assessed, measured and compared to the Business Plan for reporting in the 1991-92 Annual Report and in the performance assessment and appraisal review process.