

- ▶ To propose recommendations and suggestions for continual improvement.

Anticipated Benefits

By distributing the audits among the various points of service around the country in such a way as to examine every region, each region has the opportunity of reviewing the relevant conclusions and recommendations and applying the corrective measures prescribed, as needed.

By going ahead with a greater number of audits of non-operational division sections, we are able to bring to the attention of management key factors influencing savings, effectiveness and efficiency before applying TEP, which will require much of the Passport Office management team's energy.

1995-96 Activities

Four points of service have been identified, distributed over all regions. Audits are also planned in four non-operational division sections.

Resources required: \$150,000.

4.9 Restructuring of Security and Foreign Operations

Background

In anticipation of the implementation of an on-line operating system in local offices, in the regions and, possibly, within the consular network through electronic bridging between systems, the Security and Foreign Operations Division undertook a complete study of its operations in the second half of the last fiscal year.

Aware of the possibilities offered by computerization and electronic data exchange, the Division carried out a study of the organization's needs supported by an internal survey of its clients; i.e., operational and service divisions. This allowed management to redefine the main elements of the division's