



# Foreword

The Business Plan of the Passport Office places particular emphasis on the priorities and resources allocated for the current year while looking at the issue within the three-year horizon defined by the Strategic Plan.

Besides taking into account the mandate, mission and vision of the Passport Office, the Business Plan also includes the strategic imperatives derived from the Strategic Plan for the Fiscal Years 1997-1998 to 2000-2001, and the priorities laid down by the Executive Committee (EC). Furthermore, it takes into account the adjustments that will be required in activities and projects if we are to attain our objectives.

This version includes the following main points:

- I. Highlights of the year
- II. Description of the basic activities of the Passport Office
- III. The situation in 1999-2000
- IV. Strategic imperatives and corporate goals
- V. Demand for services
- VI. Financial analysis
- VII. Performance objectives
- VIII. The near future

The document contains the following appendices:

- "A": Charts
- "B": Presentation of the major activities
- "C": Brief description of the Mandate, Mission and Vision of the Passport Office
- "D": Detailed presentation of the environmental analysis.

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