



technologies on the workforce of the Passport Office, and will enable the organization to manage change efficiently.

1995-96 Activities

- ▶ Research, analysis and development of a Transitional Human Resources Management Plan that will address the issues of retraining, staffing, classification, Official Languages strategy, employment equity and employee assistance.
- ▶ Consultation with employees, managers and unions in the course of development of the Transitional HRMP.

Resources required: \$40,000.

4.8 Audit Plan

Background

In 1992-93, the Passport Office drew up a multi-year plan setting out audit activities for a five-year period. Every management component within the organization, be it security, operations, financial and human resources, or information technology management, is examined during the audit of a point of service (local office). Non-operational divisions are also subject to audit.

The manager of the office or division being audited meets the auditors and discusses the scope of the exercise. Managers are thus able to personalize the audit, obtaining information on the efficiency of a function which is particularly important to them.

In 1994-95, seven points of service were visited, as planned. The audit of some sections of non-operational divisions was postponed because of restructuring or because of a redefining of the scope of the exercise.

Objectives

- ▶ To provide management with an independent analysis of the quality of internal controls and administrative processes at the Passport Office.