

By providing efficient cost-effective service to passport applicants, the Passport Office is a successful role model within government. We can consistently be leaders in alternative service delivery, quality client service and the application of technology. In order to achieve our goals, while maintaining our commitment to service, security, and cost management, we have identified the following strategic imperatives. They describe our priorities for change, if we are to be successful. Our future decision making within the Passport Office will be based on these imperatives.

- 1. Exploit the concept of Alternative Service Delivery to its full potential in order to reduce duplication and costs, achieve government-wide goals and attract new alliances that leverage our core competencies.*
- 2. Provide management with the necessary skills, information and processes in order to strengthen the decision making capabilities of the Passport Office.*
- 3. Accelerate the application of technology to our processes to ensure that employees at all levels have the tools and information they need to operate in a rapidly changing environment.*
- 4. Re-engineer the application process in order to reduce impositions on our clients.*

For each of these imperatives, a multi-year action plan will be developed to set objectives and identify the various activities, resources and timelines required to implement each strategic imperative. These action plans will clearly identify who is responsible for what, by when and to the satisfaction of whom. The annual Business Plan will incorporate both ongoing operations and special initiatives into a detailed set of objectives, activities and expected results. Our success at implementing the Business Plan will be measured each year in the Annual Report.