

Messages from the Chief Trade Commissioner

The following is an index to the e-mail messages from Kathryn E. McCallion, Assistant Deputy Minister, International Business, Passport, and Consular Affairs, and Chief Trade Commissioner, which were distributed to all trade personnel between quarterly issues of TCS International.

MESSAGE 10, JANUARY 13, 1998

Team Canada Inc Office Opens

- On January 12, the new headquarters of Team Canada Inc opened for business in the lobby of the Lester B. Pearson Building.
- It will house the secretariat for the various interdepartmental and federal-provincial groups, and the Team Canada Inc Advisory Board.
- The office will serve as a key point of access for Canadian firms seeking information on the government's export and investment programs.
- The Team Canada Inc office includes a large and small conference room and self-help terminals with Internet access.

MESSAGE 11, FEBRUARY 11, 1998

Update: Performance Measurement Initiative

Thanks to all Heads of Missions, managers and employees who participated and provided feedback in the teleconferences before Christmas. You raised many valid concerns, some of which are addressed below in the form of questions and answers.

Note: Due to space restrictions, we had to limit ourselves to a few comments per question. For full answers, consult the new PMI Intranet site <http://folio.lbp/tcs-sdc/pmi-imr/index.htm> or contact TCS and we will be pleased to e-mail them to you.

1. Will the PMI add reporting burden to the already heavy workload at posts?

- The initial employee survey will take a maximum of 45 minutes to complete.
- The regular client surveys should actually reduce workload at posts.
- Above all, I want to assure everyone that the PMI will introduce no new time or activity reporting systems into the workplace.

2. What exactly will the PMI be "measuring" and how?

- The main "measurement" instrument we intend to put in place is a survey by which our clients can regularly report on various matters.

3. What will the PMI do about the problem of ill-prepared clients?

- The new services list will include a series of questions that applicants must answer satisfactorily before gaining access to our services at any post abroad.

4. What will the PMI do about the problem of ill-prepared missions to territories?

- Both participants and organizers of missions to territories will also have to meet conditions of access to our services abroad.
- The PMI service-standards component will promote as a best practice the standard use of trade-mission contracts.