



## 4.0 1995-96 OBJECTIVES

### 4.1 Introduction

We have established the following priorities for 1995-96:

- ▶ to carry out a market survey for a wallet-sized passport card to determine, on behalf of the Passport Office, Citizenship and Immigration Canada and Revenue Canada, public acceptance, general needs, demographic factors and the level of demand;
- ▶ to assess the quality of services currently provided by the Passport Office, and to gather the data required to refine or develop measurable service standards;
- ▶ to formalize an agreement with the Consular Program of Foreign Affairs and International Trade Canada concerning the delivery of passport services abroad;
- ▶ to reassess the long-term strategic direction of the Passport Office and to review the *Passport Office Strategic Plan 1992-93 to 1996-97*, and to realign it with the current vision of government service;
- ▶ to review human resources policies, and to develop new policies and programs consistent with the Passport Office Human Resources Management Plan;
- ▶ to mitigate the impact of new technologies on the employees of the Passport Office through development of a Transitional Human Resources Management Plan;
- ▶ to provide the Passport Office management with an independent analysis of the quality of internal controls and administrative processes within the organization, and to propose recommendations and suggestions for continual improvement;
- ▶ to restructure the Security and Foreign Operations Division to provide increased support for delivery of security services;
- ▶ to develop and implement an automated window-based infrastructure;