

- ▶ **the *Blueprint for Renewal of Government Services Using Information Technology***: the Government views information technology as a way to deliver better service to the public at less cost, and to put a more human face on government service;
- ▶ **Program Review**: in 1994, the Government reviewed all departmental programs to determine the most effective and efficient way to deliver programs and services;
- ▶ **Client Services**: today it is more important than ever to provide services as effectively, efficiently and economically as possible.

Client service lies at the core of the corporate philosophy of the Passport Office, embodied in our Mission, Vision and Values statements. The Agency has developed and quantified a number of service standards; others are being developed.

Our challenge is to constantly balance the variables of service, security and cost. Decisions on these variables have an impact on our costs and productivity rates.

We recognize that our human resource is our most important asset in providing improved service to the public. Accordingly, we have moved to empower employees, recognize and reward achievement, provide employees with the physical environment, tools and information technology conducive to productivity, and ensure that corporate values are communicated and a strong corporate culture fostered. In the coming year we will continue to implement our Human Resources Management Plan and will review our human resources policies.

In recent years, the Passport Office has enhanced its management techniques by focusing on strategic management. Strategic management provides long-term strategic direction, determines the appropriate use of resources, sets standards, and evaluates client and employee feedback.

The Passport Office operates under a revolving fund and finances its operations from revenues generated by the fees received for travel documents and other services.