

- production of the Annual Report for 1989-90 as a developmental model to be used for reporting the operations of the Passport Office as a Special Operating Agency as required by the Framework Document for fiscal year 1990-91. Detailed accomplishments are explained in this report;
- improvement of the quality of service by introducing service industry hours of operations where justified;
- improvement in service delivery through the use of a more efficient and secure postal service;
- establishment of a comprehensive human resources strategy to improve qualifications and effectiveness of managers and passport examiners;
- further de-centralization of budget authority and staffing responsibility to managers;
- development and evaluation of a reliable, secure, and cost-effective digital imaging system for a new passport.