

MATTERS FOR FURTHER STUDY

39. As noted in the introduction to this report, there are other matters in addition to mechanical equipment, which require study, with a view to achieving greater efficiency and providing better service. Some of these are discussed briefly below.

APPLICATION FORMS

40. Concurrent with the introduction of new equipment revised application forms should be placed in use. These forms will have to be designed to fit the new passport processing system and also to enable the applicant to fill out an application as accurately as possible. The present forms are often completed incorrectly because the questions asked are ambiguous or improperly located on the form. In so far as the proposed system is concerned the data which is to appear on the multi-part form and the passport should be entered on the application so that it can be easily transcribed by the Flexowriter operator. A review of forms is now in progress with the objective of designing applications to meet the requirements of the new system and the public. The Management Analysis Division is assisting in this review. Copies of the redesigned forms will appear as an addendum to this report.