

OUR STRATEGIC ACHIEVEMENTS

In the 1997-1998 fiscal year, the Passport Office drew up a long-term strategic plan to chart the organization's direction over a five-year period. The result was the *Passport Office Strategic Plan 1997-1998 to 2000-2001*. A framework of current and future business, the Strategic Plan supports our corporate vision of improved finances, security, customer service, employee morale, and cost-effectiveness. Formulated with input from over 40 Passport Office managers, external advisors, various surveys, reports and recommendations, the Plan identified four strategic imperatives:

- To exploit the concept of alternative service delivery to its full potential;
- To provide skills, information and processes to improve decision making;
- To accelerate the application of technology to our processes;
- To re-engineer the passport application process.

A multi-year action plan was drawn up to establish objectives, identify resources and determine the timelines required to achieve each imperative. We have achieved our goals while maintaining our commitment to service, security and cost management. As the final year of our Strategic Plan draws to a close, the results obtained are outlined on the following page.