

- ▶ designing and developing a prototype of the new Machine-Readable Passport (MRP) production system, including post-production. The prototype will be installed in the Alpha Test Centre and testing performed on representative samples of the MRP book to be used in renewed production. This step also includes designing the new book;
- ▶ performing a number of optional analyses to determine the elasticity of the overall proposed system costs, preparing the EPA and a final cost-benefit analysis;
- ▶ preparing strategies for the final OSCAR system and the roll-out to domestic locations within Phase IV;
- ▶ managing, tracking and reporting on Phase III activities, and providing quality assurance/quality control.

Phase III will be completed in February 1996.

**Resources required:** \$3.4 million.

#### 4.12 Quality of Service Initiatives

##### **Background**

Quality of service is one of the key strategic objectives of the Passport Office. We recognize that, in order to improve service, we must become more aware of the needs of our clients and tailor our service to their needs.

##### **Objective**

- ▶ To refine the Passport Office service culture to ensure that it responds to client needs and the government's philosophy concerning delivery of government services.

##### **Anticipated Benefits**

Improvements in quality of service will maintain and enhance the excellent reputation of the Passport Office.