PROJECTS	GOALS	EXPECTED RESULTS/BENEFITS	TARGET	RESP.
Partnership with vital statistics offices	Expand the partnership with the Quebec Vital Statistics Agency and assess the pilot project. Seek partnerships with other provinces.	• Harmonize client services • Improve service to the public		East
Shared services: CIC-Passport Office	Expand the pilot project (Surrey) to all call centres and first level services by means of a single window with the CIC.	• Single window service to respective clients • Improve service to the public		West, *Secretariat*
II. Reinforce decision-making ability				
360° feedback system	Develop and implement a 360° feedback system	• Improve performance mechanisms in order to better recognize good and weak performance • Improve empowerment mechanisms for more efficient manager training and development	1999-2000: February	HR
PREA	Improve the performance assessment and the personnel evaluation process	• Implement a more relevant feedback process • Improve the efficiency and the effectiveness of the feedback process	Ongoing	HR
Overall training plan	Develop an overall training plan for Passport Office	• Ensure that training will take place just prior to when it will be used • Improve the efficiency and the effectiveness of course development • Increase control of training costs • Tighten links between managers' needs and strategic imperatives	1999-2000: March	HR
Competency profile	Match management skills with the needs of the organization. Develop and finish the profile.	• Managers' skills and match basic skills with future needs • Increased support for accelerated and efficient succession planning • Improve the development of training and the quality-cost ratio in a learning organization	1999-2000: March	HR
Human resources information system	Provide faster and easier access in order to improve management of human resources issues.	• instantaneous access to HR issues • More rapid and better reports on HR utilization • enable managers to have relevant information for better HR management	Ongoing	HR *Mgt. Services*
PASSAP	Finalize the stage-by-stage implementation of the integrated financial and materiel management system with the directors and the managers and build an interface with IRIS.	• Better access to relevant financial information • Reduce data capture • Rationalize financial and administrative processes • Reduce the duration of certain processes		Fin. & Adm. *Mgt. Services*