



service that meets or exceeds the expectations of the Canadian public.

It can thus be seen that enhanced levels of service might jeopardize security while keeping costs high. Conversely, increased security measures might lead to a reduced level of service and additional cost to the Passport Office. Cutting costs could seriously hamper our efforts to ensure a high-quality product, efficiently delivered.

Decisions related to these variables have an impact on our productivity rates.

2.7 Our Human Resource

The Passport Office in its Strategic Plan for 1992-93 to 1996-97 identified quality of working life as one of its two strategic objectives. We also recognized that our most important asset in providing improved service to the public is our employees. In this respect, we moved to empower employees, recognize and reward achievement, provide employees with the physical environment, tools and information technology conducive to productivity, and ensure that corporate values are communicated and a strong corporate culture fostered.

Some success has already been achieved in reaching these objectives. We have empowered employees in operational divisions.

We have endeavoured to enhance the quality of working life of our employees by making it safer, more efficient and functional.

We have installed new furniture and equipment that will permit us to meet our operational objectives while ensuring employee satisfaction; and ergonomic factors such as natural lighting and harmonious colour schemes will be carefully blended into the workplace along with the introduction of new technologies.

Two studies are planned in the new year:

- ▶ Workstation Configurations, and
- ▶ Quality of Working Environment.

They will look to maximizing all the components necessary to a good work environment.