

- The Glassco report of 1961 concentrated on the lack of a file classification system, and mentioned that the "Registrar, realizing that operations are inefficient, has repeatedly drawn attention to the need for a new file classification plan and other changes. Unfortunately, no action has been taken".
- In February, 1962, a report on "The Organization and Operations of the Departmental Registry" was submitted to the Under Secretary by Mr. A.J. Andrews. This report discussed the Dench report of 1954 and in general agreed with its recommendations, proposed changes in procedures, organization, and promoted the development of a file classification system. The Andrews report was not favourable to the concept of non-rotational staff. Some procedural changes were introduced and some reorganization took place.
- As a result of the Glassco and Andrews reports, a task group, headed by Mr. J.C.G. Brown, and using the U.S. State Department's file classification as a guide, developed and introduced the present file classification system in 1963. Mr. R. Charette was a member of that task group and was appointed head of Registry at that time.
- The consulting firm of Urwick-Currie carried out a study of the Department's administration activities, including the Registry operations, in 1964. Recommendations for reorganization, the need for longer assignments to the Registry (or non-rotational staffing) were made, as well as for procedural changes in many areas. The complexity of the file classification system was commented upon and it was recommended that the proposed O and M Unit should carry out a more detailed review of the Registry operations.
- The O and M Unit carried out a study of the Registry in 1966 and circulated a report in draft to all user divisions. Comments in general were favourable and a task group was formed to work out details of organization, staffing and procedures. The final report was made in 1967 and recommended a pilot project to test the proposed system. There was no further action taken until 1972.
- A Records System Action Group was set up in 1972 to review the whole area of records management and they recommended a project be carried out to test the system as proposed in the O and M report of 1967. This project resulted in the O and M report on CORE (Communication Retrieval) and served to point up the need for well-trained staff and good planning before adopting the proposed system. Included in the report were productivity figures on various operations in the system.