

1. INTRODUCTION

1.1 Background

In August 1980 the Department of Employment and Immigration created a task force to examine various means of improving the productivity of its overseas operations. The need for increased productivity stemmed from two opposing sets of factors. On the one hand, Cabinet had approved an overall increase in the number of immigrants Canada should accept at a time when a new Immigration Act had lengthened the average processing time per case. On the other, general government austerity had restricted the addition of person year resources to cope with the increased volume and complexity of immigration cases.

To resolve this dilemma, the task force was authorized to explore four areas in which productivity gains could be realized. These areas included immigration targets to identify desired post outputs, amended Immigration regulations to expedite the disposition of cases, improved efficiency of office procedures and equipment to facilitate processing and simplified information systems to reduce the burden of post reporting.

1.2 Objectives

Management Services Division's involvement in this exercise came about through a request by the Executive Director of the Immigration and Demographic Policy Branch, Mr. J.C. Best. This request, made in