



EXECUTIVE SUMMARY

This Business Plan identifies for 1995-96 the operating objectives of the Passport Office, the activities to be undertaken, and the resources required. It analyzes the business framework and environmental context within which the objectives were set, and lays out the performance targets and financial analysis for the period. The Plan formalizes the commitment of the Passport Office management team to attaining the objectives, and forms the basis for measurement of the Agency's performance.

The Passport Office is a Special Operating Agency of the Department of Foreign Affairs and International Trade.

The Agency is charged with the issuing, revoking, withholding, recovery and use of passports. We have articulated a statement of mission, vision and values. The mission acts as a point of departure for developing long-term strategy, and enables the organization to adapt to changing circumstances.

As a Special Operating Agency, we operate under a Framework Document or charter.

Business Framework

The Passport Office's primary clients are members of the Canadian public and government officials who require the services we provide in facilitating movement across international borders. We also serve other government departments and agencies, and the travel industry.

The Passport Office offers a range of products and services. Our primary product is the Canadian passport, of which there are several categories. We also provide refugee travel documents and certificates of identity to other Canadian residents.

The Passport Office has a monopoly on Canadian travel documents, but has many partners in facilitating the movement of people across borders, among them Citizenship and Immigration Canada and Revenue Canada Customs.

Recently a number of factors have had a significant impact on our objective-setting process. They include:

- ▶ **Business Renewal:** we continue to pursue technological innovation as a way to enhance our products and services;