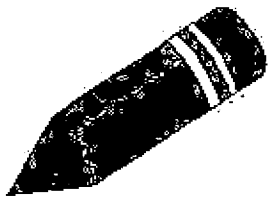


**SERVICE STANDARD INITIATIVE/INITIATIVE DES NORMES DE SERVICE  
WORKING GROUP/GROUPE DE TRAVAIL**



24/2/94

PLANNING - PLANIFICATION, MINISTÈRE DES AFFAIRES ÉTRANGÈRES ET COMMERCE INTERNATIONAL  
 GEN. PUBLIC GD PUB - GENERAL PUBLIC LE GRAND PUBLIC  
 COM. BUS. CTY/CTS COMM. COM - COMMUNAUTÉ COMMERCIALE CANADIENNE  
 GOV/MNG - OFFICE GOVERNMENT, DÉPART/POST/PARTIES MINISTÈRES  
 GOVERNEMENTALES  
 DEPT. EMP. PERS. DU MIN - DEPARTMENTAL EMPLOYEES/PERSONNEL DU MINISTÈRE

DIVISION DIRECTION	DESCRIPTION OF SERVICE-DESCRIPTION DES SERVICES	PRINCIPAL ES/LIQUES PRINCIPALES R/CACTES/RTS	DELIVERY TARGET/DATE LIMITE DE LIVRAISON	COMPLAINTS RECLAMES/RECLAMATIONS REQUIS/REQUISITS DE RÉPONSE/RÉPONSES PLAINTES	SERVICE COSTS/ FRAIS SERVICE	CLIENTELE				
						PAR MINS	COM. BUS. LE GD. PUB.	COM. BUS. LE GD. COMM. CAN.	G C D A W E	DEPT. EMP. DU MIN.
CFSI cont'd	Development of training programs.	Responsive, relevant, cost effective	Project target dates met							X

at chart