

In recent years, the Passport Office has enhanced its management techniques by focusing on strategic management. Strategic management provides long-term strategic direction, determines the appropriate use of resources, sets standards, and evaluates client and employee feedback.



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Enhanced security measures, often incorporating sophisticated technology, are being applied across the organization to provide for an even more secure passport in the future. High standards must be constantly maintained to preserve the international reputation of the Canadian travel document. The integrity of the system that produces this passport can never be put at risk.

Production costs must be constantly monitored. In an era of financial restraint, the Office must employ sound management practices. It must at all times be cost-conscious. But at the same time, it can not simply cut costs as this might jeopardize its quality of service and security standards. To find an effective balance is the challenge the Office faces in the day-to-day carrying out of its duties.

