

During the last fiscal year, the Passport Office made significant progress in improving the efficiency and effectiveness of its organization, the strength of its workforce and the quality of its service to the Canadian travelling public.

In so doing the Office maintained the international reputation it has earned over many years.

The Passport Office set out to deliver its mandate through a number of specific objectives identified in the 1995-96

Business Plan. Actions taken to achieve the various objectives are summarized in this chapter.

STRENGTH