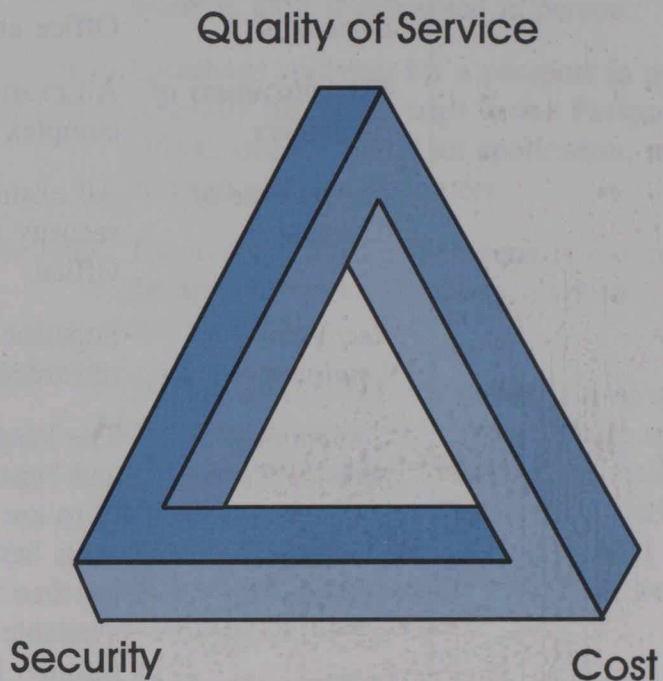


performed by staff members at 5001 Yonge Street in North York exemplifies the standard for service to the public that we are committed to achieving. It is what accounts for the reputation of the Agency, and what, in turn, engenders in our employees a sense of pride and achievement.

In the course of 1995-96, the Passport Office will develop additional standards of service.

2.6 Our Challenge

To achieve the performance targets agreed upon for the Passport Office as an SOA while delivering an effective product at an acceptable level of service calls for the constant balancing of the variables of service, security and cost.



As outlined in Subsection 2.5, clients' perception of the quality of service is influenced by a number of aspects. While striving to make improvements in these areas, we must balance them against the need for a high-level of security, and their cost.

The good international reputation of the Canadian passport is maintained through the integrity not only of the passport book itself but also of the issuing process. For this reason, we continuously focus on the security of both the travel document and its production process and, at the same time, on providing quality