

Western region by an employee from each office who participates in a regional TEP team. The Western region TEP team confers via teleconference. Members are examiners and production staff. Conference call minutes are distributed to each employee and TEP is highlighted at regional office staff meetings. With such broad representation, the regional TEP team is seen as a valuable opportunity for input from Western employees.

The Western region continued to respond to operational needs and provide developmental opportunities for employees by assigning them on a short-term basis, to more senior levels, at various regional offices.

In response to Department of National Defence personnel travelling to the former Yugoslavia, regional passport offices processed an increased number of applications. Processing was coordinated to accommodate large numbers of applications.

The Western region director conducts site visits twice a year at each regional office. During this past year, audits were conducted by the RCMP and Consulting and Audit Canada. All audits and site reviews indicate sound security procedures and high quality of service.

Strategic Planning

During the 1993-94 fiscal year, Strategic Planning carried out a comprehensive review of the Passport Office's Framework Document which resulted in the development of an entirely new charter for the Agency. The Framework Document articulates the operating and accountability principles and identifies the authorities vested in the position of Chief Executive Officer of the Passport Office.



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Strategic Planning*

The new Framework Document reconceptualized the philosophy, the vision, and the accountability framework of the Agency. It took into account recent developments in the Passport Office and reflects consultations with government departments and other SOAs.

Due to the government's organizational changes which occurred during the year, the Framework Document was submitted to the Deputy Minister of Public Security and later modified and resubmitted to the Deputy Minister of Foreign Affairs, and approved.

During the course of the year, Strategic Planning also reviewed the long-term objectives of the Agency, and prepared the 1992-93 Annual Report and the 1994-95 Business Plan.

Strategic Planning provides essential administrative support to the Executive Committee, chaired by the Chief Executive Officer, and to the Advisory Board. Strategic Planning also prepared several presentations delivered by the CEO and others in the Passport Office,