

Strategic imperatives...

Exploit the concept of Alternative Service Delivery to its full potential in order to reduce duplication and costs, achieve government-wide goals, and attract new alliances that leverage our core competencies.

Provide management with the necessary skills, information and processes in order to strengthen the decision-making capabilities of the Passport Office.

Accelerate the application of technology to our processes to ensure that employees at all levels have the tools and information they need to operate in a rapidly changing environment.

Re-engineer the application process in order to reduce impositions on our clients.