

- ◆ implementation of international data access agreements; and
- ◆ integration of travel document distribution with citizenship or immigration operations.

Another important consideration is the organization's Special Operating Agency (SOA) status which allows increased management flexibility in such areas as personnel, and financial and materiel management, in return for increased levels of performance. As an SOA, the Passport Office is committed to maintaining economy, efficiency and effectiveness in delivering its services. It must find ways to enhance its products and services to meet rigorous standards of security and efficiency, while continuing to control cost.

In order to meet its mandate and fulfil its mission while taking into account the external environment, the Passport Office has identified two strategic objectives: *Quality of Service* and *Quality of Working Life*. A series of strategies has been developed to help the Office achieve each objective.

A) QUALITY OF SERVICE

1. Improved Service Delivery
2. Security Enhancement Plan
3. Technology Enhancement Plan
4. Communications Plan: External Communications
5. Management Operations Review

B) QUALITY OF WORKING LIFE

1. Human Resources Management Plan
2. Incentive Awards Program
3. Accommodations Plan
4. Automated Information Systems
5. Communications Plan: Internal Communications

These strategies provide specific approaches through which the Passport Office will attain its objectives. They are described below.

