

Cynthia Hartman (ADA), Claude Sirois (ADA), Robin Higham (APD), Gary Harman (NCX), Rick Belliveau (CPG);

- The Communications Branch, in particular BML, for their advice and help;
- Translation services for their work on the *Corporate Review Update* and all the material which we have been able to pass on to you to keep you informed of our work;
- Printing services and MIRA for meeting impossible deadlines;
- The mailroom operations for getting printed information to you;
- MITC for making sure information got to all missions as soon as possible;
- MITV for their assistance in setting up briefings for staff;
- All the members of working groups who toiled in boardrooms and offices making sure that what was needed got done.

From Planning for Change to Planned Change

While the formal process of Corporate Review and Implementation is behind us, the period of change is not. However, we are learning to manage these changes. While dealing with the unexpected and difficult pressures of the past year, small actions to get things done and to make a difference continued at all levels throughout the Department. This persistent and time-consuming process, while not glamorous, moves us in small steps toward our goal of a revitalized department.

Each month we have published an UPDATE to provide you with a sense of the activities and progress of Corporate Review implementation. An End of Mandate Report will soon be circulated to highlight recent progress and areas of continuing implementation work.

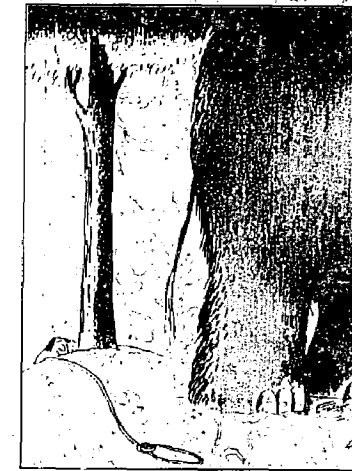
We end the short life of the UPDATE with a tribute to a special factor which has consistently eased the pressure and stress of the past year. Our department is known for its professionalism, dedication and ability to respond to a crisis wherever it may be. In working with so many of you over the course of the past months, we in CRX have also seen the creativity, enthusiasm and especially, the sense of humour that makes such a difference to our working lives.

With this in mind, we hope our last word will leave you smiling. We wish you all a happy summer and provide you with an important Final Report on the Corporate Review. Finally.

The Corporate Review, Reviewed

When the Corporate Review was launched, we knew that it would be a big job...

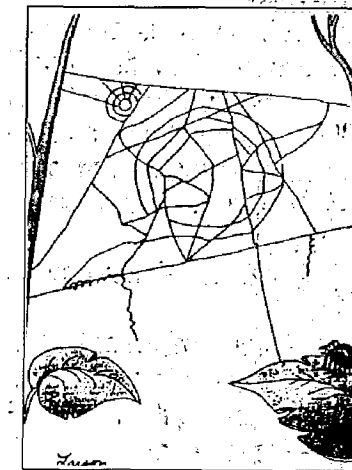
...requiring intense analysis...



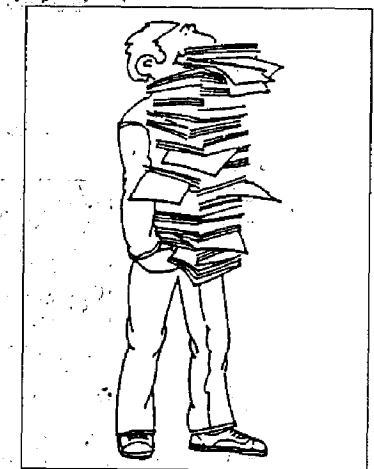
"Maybe it's not me y'know?... Maybe it's the rest of the herd that's gone insane."

... and careful planning

Through the Suggestion Box we received hundreds of ideas...

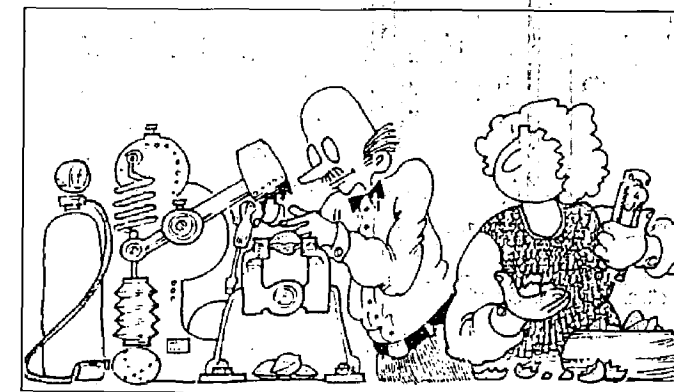


"Whoa!... That CAN'T be right!"



...some were easy to implement, others seemed to make sense, but became complicated...

...and some ideas were rejected.



"Do you realize what this means? We only have to work twice as hard for half the money and our resources problems are solved!"