
 PART III

 MISSION, VISION
AND VALUES

MISSION

3.1 To provide the Canadian public with internationally respected travel documents.

VISION

3.2 To strive for excellence in the provision of our services.

VALUES

3.3 Quality service: We provide quality service that meets or exceeds the expectations of the Canadian public.

3.4 Quality people: We are committed to recruiting and training quality people.

3.5 Integrity: We provide travel documents that enjoy high international reputation and respect.

3.6 Security: We continuously focus on the security of the travel document and its production process.

3.7 Cost-effectiveness: We deliver travel documents to the Canadian public with the highest regard for cost-effectiveness.

3.8 Efficiency: We focus on efficiency and sound management in the provision of our services.

3.9 R & D: We invest time, effort and resources in research to develop the product and the production process technology.

3.10 Recognition of achievement: We encourage and recognize high standards of achievement in our employees.

 PART IV

 ORGANIZATION
AND
ACCOUNTABILITY
FRAMEWORK

PART OF THE
DEPARTMENT OF
FOREIGN AFFAIRS AND
INTERNATIONAL TRADE

4.1 The Passport Office is a Special Operating Agency of the Department of Foreign Affairs and International Trade.

MINISTER OF
FOREIGN AFFAIRS

4.2 The Minister of Foreign Affairs is accountable to Parliament for all activities of the Passport Office.