

# **Re-thinking and Re-engineering Cadastral and Land Administration Activities in Québec to Better Face the Challenges**

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## **SUMMARY**

As many land administration organizations worldwide, the Office of the Surveyor General of Québec is facing major challenges. On one hand: difficulties to replace retired resources, governmental hiring restrictions, difficulties to attract youth in land surveying and geomatics and on the other hand, the governmental will to control the size of the state and offer better services to the population at a lower cost. In brief, doing more with fewer resources. This paper aims to present the re-thinking and re-engineering process followed to simplify, modernize and reorganize cadastral and land administration activities to face these challenges and develop more on-line services. This process includes: challenging the business model, regrouping small and specialized teams into a larger and more polyvalent one, revising and optimizing organizational processes with business partners, training and coaching human resources, modernizing systems, managing change, etc. This will lead the organization to be better designed to face the challenges.

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