**ABSTRACT**

**Objective:** The objective of the article is to mark the introduction of process changes in relation to the Emergency Travel Document service by The Foreign & Commonwealth Office. The paper analyses the changes and relates them to process and cost management strategies. Thus, it presents how process efficiency may be managed.

**Methodology:** The article is of a theoretical and practical nature. The method used in the theoretical part is a review of literature on process management. The second part includes an analysis of The Foreign & Commonwealth Office’s own documents.

**Findings:** The use of digitalization greatly facilitates the process for British citizens who are abroad and need to obtain a travel document. This facilitation applies to both customers and FCO employees. Numerous factors influence the processing time reduction, which in turn increases productivity.

**Value Added:** This article presents an example of the practical use of digitization in the process of issuing the Emergency Travel Document. The value is to show the impact of modern technologies on improving the processes for the organization itself (in the form of optimizing operational costs and increasing efficiency) and for the customers.

**Recommendations:** The use of digitization can be successfully implemented to streamline organizational processes. It can help in reducing their time and limiting human involvement. Increased productivity lowers the cost of a single unit of the service. The changes allow for a more standardized and repeatable service. The approach can be used to manage processes in any organization; though practical implications outlined in the text can serve as an example for other organizations offering similar services.