

- There is not enough feedback on missions, not enough communication. (11, p. 4)
- Judging from comments of businessmen who attended the Minister's focus group, this initiative was highly productive and abundantly appreciated. (11, p.1)
- 81 percent of those businesses surveyed across Canada said they would like to have a one-point contact in the government. (5, p.4)

9. Many feel that DFAIT could assist SMEs by playing a larger role as advocate.

- Government should put pressure on banks to get them to assist SMEs in a more effective way. (11, p.2) Use and insure accounts receivable for credit. (10, p.2)
- Advocate for tax relief. (5, p.20)
- Make sure that EDC financial programs meet SMEs needs. (10, p.2)
- Address bureaucratic irritants; influence policy/regulation development. (10, p.2)
- Government should play a direct role in offering of programs and services through associations. (10, p.3), (9, p.3)

10. Finally, there are mixed opinions on whether or not to offer new services. There are more ideas of what types of new services we can provide.

- No new expensive programs -- build on or consolidate existing programs and improve access to SMEs. (10, p.1)
- Point SMEs in the direction of a private provider of information at an early stage. (10, p.3)
- Develop programs, such as export marketing models or export seminars, for each service industry in conjunction with associations to assist association members with export. (9, p.5)
- Provide a one-stop shop for government-related export needs (tie together PEMD, EDC, CCC, CIDA, provinces, etc. by market sector and export destination). (9, p.6)
- For potential exporters, the government could provide "How to" guides and seminars, country briefings, 1-800 numbers, and fax-back services. For those already exporting, there is an interest in electronic network development and fax-back services. For policy stakeholders, there is an interest in documents outlining policies/plans by sector. (8, p.32)
- A partner network could list Canadian companies interested in joint ventures in international markets. (8, p.iv)