



Department
for Business
Innovation & Skills

Keeping the show on the road

Edward Bell

Head of Export Control Organisation

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Report card

- **Casework:** Deliver an efficient, improving and rigorous export licensing service (as measured by agreed targets)
- **Customer focus:** Become a more customer focused organisation (measured by direct customer and stakeholder feedback)
- **Policy:** Ensure export control policy promotes global security and aligns with wider HMG priorities
- **Communications:** Communicate ECO's rationale and performance in a consistent, clear and compelling manner
- **Reform:** Develop the overall export control regime to enhance its effectiveness and ensure a level playing field for UK based companies