



2007 - 2008 Biennial Review

{DD-DA and M(BI)2025}

of Defense Agencies and DoD Field Activities

ID: DLA00418767

You have been nominated to help us with the Biennial Review of Defense Agencies and DoD Field Activities. With your help, we'll be able to determine how well the products and services provided by agencies and field activities meet the needs of the organizations they serve. Each agency and activity has organized their mission into one or more business lines. You have been nominated as a person knowledgeable about the following business line:

Agency/Activity: Defense Logistics Agency

Business Line: DoD Disposal (Defense Reutilization and Marketing Service) (DRMS)

This business line includes these products and services:

- Excess/Surplus Property Disposal Services, including support in areas of regional conflicts and contingency operations
- Demilitarization, Mutilation and other prevention efforts to ensure no improper release of excess/surplus DoD property
- Property Reuse and Requisitioning to reduce new procurement requirements
- Scrap Sales
- Resource Recovery and Recycling
- Usable Property Sales
- Exchange Sales
- Electronics Demanufacturing
- Precious Metals Recovery
- Customer Support Services

Please continue...

Background Questions:

Choose one of the following that best describes your organization's relationship with the Defense Logistics Agency for this business line.

- Traditional**
They produce and deliver the product or service with minimal input from us.
- Support**
We give them our requirements, then they produce and deliver the product or service to us.
- Partner**
We work together jointly in defining, producing and delivering the product or service.
- Oversight**
We provide guidance or direction to this organization about the products or services.

Choose one of the following that best describes your organization's relationship with the Defense Logistics Agency for this business line.

- Command**
One or more organizations under my control use products or services from this business line.
- Coordinator**
I coordinate my organization's use of products or services in this business line with the Defense Logistics Agency.
- Program Manager**
I manage missions or functions that use this product or service.
- Resource Manager**
I manage the support of mission functions that use this product or service.
- Direct Customer**
I work with a mission or mission support function that uses this product or service.
- Oversight**
I provide guidance or direction to the agency or activity, or I review their performance.
- None**
I have no relationship with my organization's use of this product or service.

Tell us about your organization and this business line.

1A. How important are the associated products and services to your organization?

- Essential
- Very important
- Important
- Somewhat important
- Not important
- No opinion

1B. How strong is your organization's continuing need for the products or services in this business line?

- Strong continuing need
- Moderate continuing need
- Slight continuing need
- No continuing need
- No opinion

Tell us about your organization and this business line.

	Yes	No	I don't Know
1C. Does your organization pay for the products or services received from this business line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1D. Does your organization influence the level of funding for this business line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1E. Are these products or services available from another source?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1F. If these products or services are available elsewhere, is this agency/activity your supplier of choice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1G. Are these products or services something that your organization could do better itself?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1H. Are you aware of performance standards this agency or activity has for this business line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1I. If yes, have the performance standards been met?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 Please answer the following questions provided by Defense Logistics Agency. How satisfied are you with:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
6A Information on training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6B Effectiveness in resolving problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6C Procedures for reporting discrepancies in products or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6D DLA automated data processing/computer support to provide customer information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6E Information in weapons systems support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6F Training on DLA support procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6G Information on resolving backorders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6H Weapons systems support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6I Information on how the costs of products and services are determined	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6J Information on the costs of products and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6K Information on the interrelationship between my military service and DLA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6L Information on policies and procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6M Checking on status of requisitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Please give us your comments

Please elaborate if you said your organization could provide these products and services for itself

Please elaborate on your organization's ability to provide these products and services for all of DoD

Please elaborate if you can on any "very dissatisfied" answers

Specific suggestions you have for improving particular products or services

Related products or services that you would like to have provided

Other comments

Sharing your results (please select one):

- You may share my comments directly with no editing.
- My comments contain no identifying information - they do not need to be edited.
- Please edit any identifying information out of my comments before sharing it with Defense Logistics Agency

If you are not the person who this survey was addressed to, please tell us who you are. We will save your name and contact information but the original name will not change.

Full name:

Email:

Phone:

You may reply using the method that is most convenient for you.

- Mail it in the enclosed envelope (Send to Westat, 1650 Research Boulevard, Rockville, MD 20850)
- Visit the Biennial Review web site: <https://biennialreview.osd.mil>

Enter your Access code: **EE6B-FBE3-2FE2** to complete the survey online.
Questions? Call us toll free: 1-888-663-9084

