

## 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:**

ose one of the following that best describes your organization's relationship with the Defense Logistics ncy for this business line.
<b>Traditional</b> 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.
ose one of the following that best describes your organization's relationship with the Defense Logistics ncy for this business line.
<b>Command</b> One or more organizations under my control use products or services from this business line.
<b>Coordinator</b> 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	n this busi	iness line?	
	Strong continuing need			
	Moderate continuing need			
	Slight continuing need			
	No continuing need			
	No opinion			
Tell	us about your organization and this business line.			
TCII	as about your organization and this business inc.			
		Yes	No	I don't
1 <i>C</i>	Does your organization pay for the products or services received from this business			Know
10.	line?			
1D.	Does your organization influence the level of funding for this business line?			
1E.	Are these products or services available from another source?			
1F.	If these products or services are available elsewhere, is this agency/activity your supplier of choice?			
1G.	Are these products or services something that your organization could do better itself?			
1H.	Are you aware of performance standards this agency or activity has for this business line?			
1I.	If yes, have the performance standards been met?			

How satisfied are you with how Defense	Logistics Agency responds to	o your organization in pro	viding the products
or services in this business line?			

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
2A. Considers our issues						
2B. Resolves our issues						
2C. Understands our priorities						
2D. Follows our priorities						
2E. Knows our requirements						
2F. Meets our requirements						
How satisfied are you with how Defense Logistics		ordinates	with your	organization		Does
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Apply
3A. Opportunities for oversight						
3B. Opportunities for feedback						
3C. Input on budgets and resource allocation						
3D. Support from customer service representative						
3E. Support from dedicated liaison						
3F. Holding joint exercises						
3G. Having joint boards or panels						
3H. Other method						
Specify other						
How satisfied are you with the overall quality of th	e products  Very Satisfied	and service	Neutral	business lin Dissatisfied	e? Very Dissatisfied	Does Not Apply
4A. Effectiveness (meets requirements)						
4B. Quality (is free of defects)						
4C. Efficiency (is easy to use)						
4D. Cost effectiveness (good value)						
4E. Timely (available when needed)		0				

## How satisfied are you with these specific products and services in the business line?

	e - please rate only those products and services are familiar with.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Cannot Judge
5.1	Excess/Surplus Property Disposal Services, including support in areas of regional conflicts and contingency operations				0		
5.2	Demilitarization, Mutilation and other prevention efforts to ensure no improper release of excess/surplus DoD property				0		0
5.3	Property Reuse and Requisitioning to reduce new procurement requirements	0	0				
5.4	Scrap Sales						
5.5	Resource Recovery and Recycling						
5.6	Usable Property Sales						
5.7	Exchange Sales						
5.8	Electronics Demanufacturing						
5.9	Precious Metals Recovery						
5.10	Customer Support Services						

6	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							
6B	Effectiveness in resolving problems							
6C	Procedures for reporting discrepancies in products or services							
6D	DLA automated data processing/computer support to provide customer information						•	
6E	Information in weapons systems support	0						
6F	Training on DLA support procedures							
6G	Information on resolving backorders							
6H	Weapons systems support							
6I	Information on how the costs of products and services are determined		0					
6J	Information on the costs of products and services		0					
6K	Information on the interrelationship between my military service and DLA					•		
6L	Information on policies and procedures							
6M	Checking on status of requisitions							
	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							
Spe	Specific suggestions you have for improving particular products or services							

Related products or services that you would like to have provided

Other comments		

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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 commen	ts before sharing it with Defense Logistics Agency
If you are not the person who this survey was addressed to, pleas information but the orginal name will not change.	se tell us who you are. We will save your name and contact
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