



# 2008-2009 Biennial Review

DD-DA& M(BI)2025

## of Defense Agencies and DoD Field Activities

ID: **DLA01040001**

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:** Materiel Management/ Supply and Logistics Support/ Defense Supply Center Philadelphia, Subsistence (DSCP-S)

**This business line includes these products and services:**

- Distribution support/ distribution depots- other services
- Distribution support/ distribution depots- receipt, storage, and issuance of wholesale and retail materiel
- Inventory control points- management and purchasing of consumable items, Prime Vendor and Virtual Prime Vendor Support Contract

### 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.

**What is your main role in your organization's use of these products or services?**

- 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.

### Section 1. Tell us about your organization and this business line.

	Essential	Very important	Somewhat important	Not important	No opinion
1A. How important is this product or service to your organization?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Strong continuing need	Moderate continuing need	Slight continuing need	No continuing need	No opinion
1B. How strong is your organization's continuing need for the products or services in this business line?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Yes	No	I don't know		
1C. Does your organization pay for the products or services received from this business line?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
1D. Does your organization influence the level of funding for this business line?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
1E. Are these products or services available from another source?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
1F. If these products or services are available elsewhere, is this agency/activity your supplier of choice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
1G. Are these products or services something that your organization could do better itself?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
1H. Are you aware of performance standards this agency or activity has for this business line?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
1I. If yes, have the performance standards been met?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

### Section 2. How satisfied are you with how Defense Logistics Agency responds to your organization in providing the products or services in this business line?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
2A. Considers our issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2B. Resolves our issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2C. Understands our priorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2D. Follows our priorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2E. Knows our requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2F. Meets our requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section 3. How satisfied are you with how Defense Logistics Agency coordinates with your organization?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
3A. Opportunities for oversight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3B. Opportunities for feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3C. Input on budgets and resource allocation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3D. Support from customer service representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3E. Support from dedicated liaison	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3F. Holding joint exercises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3G. Having joint boards or panels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3H. Other method	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Specify other: \_\_\_\_\_

### Section 4. How satisfied are you with the overall quality of the products and services in this business line?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
4A. Effectiveness (meets requirements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4B. Quality (is free of defects)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4C. Efficiency (is easy to use)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4D. Cost effectiveness (good value)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4E. Timely (available when needed)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section 5. How satisfied are you with these specific products and services in the business line?**

**Note - please rate only those products and services you are familiar with.**


	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Cannot Judge
5A. Inventory control points- management and purchasing of consumable items, Prime Vendor and Virtual Prime Vendor Support Contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5B. Distribution support/ distribution depots- receipt, storage, and issuance of wholesale and retail materiel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5C. Distribution support/ distribution depots- other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Section 6. Please answer the following questions provided by Defense Logistics Agency**

How satisfied are you with:

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

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:

Please continue...

Results of the survey are confidential. Your ratings will only be reported combined with other respondents' ratings. If you would like your comments shared directly with no editing, please check the appropriate alternative below. Otherwise, any identifying information will be edited out before the comments are shared.

- 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.**

Full name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

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

- **Mail it** in the enclosed envelope  
(Send to Westat, Room RA1136, 1650 Research Boulevard, Rockville, MD 20850)
- **Visit our Web site at {TBD}**  
Use the Access code on your notification letter to complete the survey online.

**Questions? Call us toll free: {TBD}**

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