## Appendix 5 Sample Surveys

This tab provides an example of the survey instrument and illustrates the common and custom content characteristics of the surveys for each business line. The preliminary questions and Sections 1-4 are common to all surveys. In Section 5 of each survey, the products and services specific to the business line are evaluated. In Section 6, each Defense Agency or DoD Field Activity has the option of including custom questions to address specific areas of interest. This sample survey for the Defense Contract Audit Agency provides an example of custom questions.

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## 2003-2004 Biennial Review

of Defense Agencies and DoD Field Activities

DD-DA and M(Bi)2026

ID:

DCAA0160246

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 Contract Audit Agency

Business Line: Contract audit services

This business line includes these products and services:

- Telephone rate requests
- Price proposal audits
- Other special audits (e.g., claims)
- -- Procurement Liaison and Financial Advisor Support
- -- Forward pricing rate audits (FPRA/FPRR)
- Final rates/incurred cost/closeout audits
- Estimating system audits
- Defective pricing audits
- Accounting system audits
- Source Evaluation Board Support

Please continue...

Backo	round	Quest	ions
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Choose one of the following that best describes your organization's relationship with the Defense Contract Audit Agency for this business line.

()	Traditional
	They produce and deliver the product or service with minimal input from us.
O	Support
	We give them our requirements, then they produce and deliver the product or service to us.
Ú	Partner
	We work together jointly in defining, producing and delivering the product or service.
0	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?
0	Command
	One or more organizations under my control use products or services from this business line.
0	Coordinator
	I coordinate my organization's use of products or services in this business line with the Defense Contract Audit Agency.
$\left( \cdot \right)$	Program Manager
	I manage missions or functions that use this product or service:
O	Resource Manager
	I manage the support of mission functions that use this product or service.
Õ	Direct Customer
	I work with a mission or mission support function that uses this product or service:
Ü	Oversight
	I provide guidance or direction to the agency or activity, or I review their performance.
$\circ$	None
	I have no relationship with my organization's use of this product or service.

_						DO	AA01602
Se	ection 1. Tell us about your or	ganizati	on and t	his busin	ess line.		
		Essentia	Very importar	nt Importan	Somewhat t important		No opinion
1A.	How important is this product or service to your organization?	0	<b>3</b>	0	Э	O	0
		c	Strong ontinuing need	Moderate continuing need	Slight continuing need	No continuing need	No opinion
18.	How strong is your organization's conneed for the products or services in the business line?		D.	O	0	Э	O
					Yes	No	i don't know
1C	. Does your organization pay for the p from this business line?	roducts or	services re	eceived	C	Ü	$\mathbb{C}$
1D	. Does your organization influence the business line?	level of t	inding for t	his	O	C	<u>(</u> ":
1E.	Are these products or services availa	able from a	nother sou	irce?	0	$\circ$	0
1F.	If these products or services are ava agency/activity your supplier of choice		where, is t	nis	C	Ĉ:	C
1G	Are these products or services some could do better itself?	thing that	your organ	ization	0	0	O.
ŧН	. Are you aware of performance stand for this business line?	lards this a	igency or a	clivity has	C	0	Ç
11.	If yes, have the performance standar	rds been m	net?		C	C:	C
to	ection 2. How satisfied are you your organization in providin	u with he ig the pr	ow Defer	nse Contr or service	act Audit A s in this bu	Agency re usiness li	sponds ne?
		Very Satisfie	d Satisfie	d Neutral	Dissatisfied	Very Dissatisfie	Does Not d Apply
2A.	Considers our issues	O.	$\circ$	0	0	$\Rightarrow$	$\circ$
28	Resolves our issues	<b>3</b>			<b>O</b>	う	<b>a</b>
20	. Understands our priorities	$\circ$	$\circ$	j.	0	9	<b>*</b>
<b>2</b> D	. Follows our priorities	Ç	0	0	0	,, 	C)
	Knows our requirements	$\circ$	C	0	0	7	$\circ$
2F.	Meets our requirements	ာ	$\circ$		0	3	$\circ$

ŀ	Sectio	n 3	. How	satisfie	d are	you	with	how	Defense	Contract	Audit	Agency	1
				th your								-	

		Very Satisfied	Satisfied	Neutral	Dissatisfie	Very d Dissatisfied	Does Not Apply
<b>3</b> A.	Opportunities for oversight	C	2	Ç	$\circ$	$\circ$	0
3B.	Opportunities for feedback	C	$\circ$	C	$\circ$	O	$\circ$
3C.	Input on budgets and resource allocation	0	)	C	C	C	C
3D.	Support from customer service representative	C	Э	C	C	C	C
ЗĒ.	Support from dedicated liaison	$\circ$	$\circ$	0	0	O	$\circ$
3F.	Holding joint exercises	0	Э	C.	C	C	C:
3G.	Having joint boards or panels	C	<b>O</b>	C:	O	O	O
3H.	Other method	Ü	٥	C	O	C	Ç:
Spe	cify other:						

Section 4.	How	satisfied	are	you	with	the	overall	quality	of	the	products	and
services in											1	

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very I Dissatisfied	Does Not Apply
4A. Effectiveness (meets requirements	) ()	$\circ$	$\circ$	$\psi$	$\mathbf{C}$	$\odot$
4B. Quality (is free of defects)	O	$\odot$	Q	O	$\mathbf{C}$	
4C. Efficiency (is easy to use)	G	्	Ç.	0	Ü	ر ر
4D. Cost effectiveness (good value)	O	$\circ$	$\mathbf{c}$	$\circ$	C	ن
4E. Timely (available when needed)	r:	13	()	(3	C	

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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. Telephone rate requests	0	(2)	0	0	Ć.	100
58. Price proposal audits	<b>3</b>	D	0	٥	C:	$\circ$
5C. Other special audits (e.g., claims)	ټ	Ď	<u></u>	Ö	Ö	$\circ$
5D. Procurement Liaison and Financial Advisor Support	٦	0	9	Ö	Ö	0
5E. Forward pricing rate audits (FPRA/FPRR)	5	0	5	<b>3</b>	$\circ$	<b>a</b>
5F. Final rates/incurred cost/closeout audits	0	٤	0	~ <i>i</i>	1_;	·_;
5G. Estimating system audits	$\supset$	2	ڻ ت	ت	$\circ$	Э
5H. Defective pricing audits	<b>O</b>	Ö	Ö	Ö	Ö	$\odot$
5). Accounting system audits	Ö	Š	ō	S	ō	Ξ:
5J. Source Evaluation Board Support	Ö	Š	Ö	Š	Ō	. ;
Distance a continue						

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Section 6. Please answer the following questions provided by Defense Contract Audit Agency

	Less than	1 to 3	4 to 20	More than
	once per	times per	times per	20 times per
	month	month	month	month
6A. On average, how often are you in contact with DCAA field auditors? (Include all telephone calls, faxes, audit reports, meetings)	C	O	þ	$C_{c}$

Ho	w satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Does Not Apply
68	The overall quality of communications you receive from field auditors?	C	errore No.	Э	C	2)	$\Theta$
6C.	DCAA's use of electronic communication to provide you with reports and information	0	9	<u></u>	c	)	O
6D	Working Joint Initiatives	1.	1.1		( )	. 3	( )

Please give us your comments	
Please elaborate if you said your organization could provide these products and services for itse	lf:
Please elaborate on your organization's ability to provide these products and services for all of D	OD:
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...

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	ings. If you would like your comments shared directly with no editing, please check alternative below. Otherwise, any identifying information will be edited out before th hared.
U U	You may share my comments directly with no editing.
J:	My comments contain no identifying information - they do not need to be edited.
<u>_</u> :	Please edit any identifying information out of my comments before sharing it with Defense Contract Audit Agency.
	ne person who this survey was addressed to, please tell us who you are. We will be and contact information but the orginal name will not change.
save your main	•
	Full name:
	Phone:
	Email.

Results of the survey are confidential. Your ratings will only be reported combined with other

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- Visit our Website at https://www.osdreview.org
   Use the ID and Password on your notification letter to complete the survey online.

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