

2007 - 2008 Biennial Review

{DD-DA and M(BI)2025}

of Defense Agencies and DoD Field Activities

ID: DLA00418773

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 Energy Support/Defense Energy Support Center (DESC) This business line includes these products and services:

- Management and purchasing of bulk petroleum
- Installation energy (natural gas, electricity, coal)
- Utility privatization and energy savings programs
- Aerospace energy programs
- Fuel Card programs
- Ground Fuels, Into-plane and Ship's Bunkers programs

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.
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.
ose one of the following that best describes your organization's relationship with the Defense Logistics ncy 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	n this bus	iness line?	
	Strong continuing need			
	Moderate continuing need			
	Slight continuing need			
	No continuing need			
	No opinion			
Гell	us about your organization and this business line.			
	ı			
		Yes	No	I don't Know
1C.	Does your organization pay for the products or services received from this business line?	0		0
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 your organization in providing the produc	ts
or services in this business line?	

Very Satisfied Neutral Dissatisfied Very Apply							
2B. Resolves our issues C. Understands our priorities D. Follows our priorities D. Follows our priorities D. Follows our requirements D. Follows our require			Satisfied	Neutral	Dissatisfied		Not
2C. Understands our priorities	2A. Considers our issues						
2D. Follows our priorities 2E. Knows our requirements 2F. Meets our requirements 1	2B. Resolves our issues						
2F. Knows our requirements	2C. Understands our priorities						
2F. Meets our requirements	2D. Follows our priorities						
How satisfied are you with how Defense Logistics Agency coordinates with your organization? Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied Noutral Neutral Dissatisfied Neutral Neutral Neutral Neutral Dissatisfied Neutral Neutral	2E. Knows our requirements						
Satisfied Neutral Dissatisfied Very Dissatisfied Neutral Dissatisfied Very Dissatisfied Neutral Dis	2F. Meets our requirements						
Very Satisfied Neutral Dissatisfied Not Apply	How satisfied are you with how Defense Logistics	Agency co	ordinates	with your	organizatior	1?	
3B. Opportunities for feedback			Satisfied	Neutral	Dissatisfied		Not
3C. Input on budgets and resource allocation	3A. Opportunities for oversight						
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 the products and services in this business line? Very Satisfied Neutral Dissatisfied Very Does Not Apply 4A. Effectiveness (meets requirements) 4B. Quality (is free of defects) 4C. Efficiency (is easy to use) 4D. Cost effectiveness (good value)	3B. Opportunities for feedback						
3E. Support from dedicated liaison	3C. Input on budgets and resource allocation						
3F. Holding joint exercises 3G. Having joint boards or panels 3H. Other method Specify other How satisfied are you with the overall quality of the products and services in this business line? Very Satisfied Satisfied Neutral Dissatisfied Very Does Not Apply 4A. Effectiveness (meets requirements) 4B. Quality (is free of defects) 4C. Efficiency (is easy to use) 4D. Cost effectiveness (good value)	3D. Support from customer service representative						
3G. Having joint boards or panels 3H. Other method Specify other How satisfied are you with the overall quality of the products and services in this business line? Very Satisfied Neutral Dissatisfied Very Dissatisfied Not Apply 4A. Effectiveness (meets requirements) 4B. Quality (is free of defects) 4C. Efficiency (is easy to use) 4D. Cost effectiveness (good value)	3E. Support from dedicated liaison						
3H. Other method	3F. Holding joint exercises						
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Very Satisfied Satisfied Neutral Dissatisfied Very Does Not Apply 4A. Effectiveness (meets requirements) 4B. Quality (is free of defects) 4C. Efficiency (is easy to use) 4D. Cost effectiveness (good value)	Specify other						
4B. Quality (is free of defects) 4C. Efficiency (is easy to use) 4D. Cost effectiveness (good value)	Very Satisfied Satisfied Neutral Dissatisfied Dissatisfied Not						
4C. Efficiency (is easy to use) 4D. Cost effectiveness (good value)			_		_		
4D. Cost effectiveness (good value)			_				_
	_		_	_			_
4E. Timely (available when needed)	,						
	4E. Timely (available when needed)						0

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
5.1	Management and purchasing of bulk petroleum	0	0	0	0	0	0
5.2	Installation energy (natural gas, electricity, coal)						
5.3	Utility privatization and energy savings programs						
5.4	Aerospace energy programs						
5.5	Fuel Card programs						
5.6	Ground Fuels, Into-plane and Ship's Bunkers programs						

Please give us your comments	
Please elaborate if you said your organization could provide these products and services for itse	elf
Please elaborate on your organization's ability to provide these products and services for all of I	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	

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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 comment	s 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.	e 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: **08E8-0B9B-963B** to complete the survey online. Questions? Call us toll free: 1-888-663-9084