

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. |
|----------------------------------------------------------------------------------------------------------------------------------------|
| 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 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