

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.

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.



2003-2004 Biennial Review
of Defense Agencies and DoD Field Activities

DD-OA and M(01)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...

Background Questions

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.
- 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 Contract Audit 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 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5B. Price proposal audits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5C. Other special audits (e.g., claims)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5D. Procurement Liaison and Financial Advisor Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5E. Forward pricing rate audits (FPRA/FPRR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5F. Final rates/incurred cost/closeout audits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5G. Estimating system audits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5H. Defective pricing audits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5I. Accounting system audits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5J. Source Evaluation Board Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please continue...

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 Contract Audit Agency.

If you are not the person who this survey was addressed to, please tell us who you are. We will save your name and contact information but the original name will not change.

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, Elizabeth Westin RA1191, 1650 Research Boulevard, Rockville, MD 20850)
- Visit our Website at <https://www.osdreview.org>
Use the ID and Password on your notification letter to complete the survey online.

Questions? Call us toll free: 1-888-806-0898