#### **DLA Supplier Survey**

#### Introduction

In support of the Defense Logistics Agency's (DLA) Industry Engagement Plan, we are excited to announce our 2018 Supplier Satisfaction Survey effort sponsored by HQ J7, DLA Acquisition. We invite your organization to complete this <u>voluntary</u> survey to help DLA better understand what factors drive supplier satisfaction along the following four (4) dimensions:

- DLA-Supplier Relationship
- DLA Communication
- Growth & Profit Potential
- DLA Effectiveness

We request that you select a <u>single</u> representative from your establishment to complete this anonymous survey. This representative should be best positioned to provide your establishment's collective supplier satisfaction feedback with its overall interactions and engagement with DLA at various stages of the acquisition lifecycle. In the event your establishment's DLA business is complex, and it is too difficult to provide collective feedback, please contact us at **dlasuppliersurvey.dla.mil** to identify additional representatives to complete the survey for your organization. For example, your organization may have different business units that support specific DLA supply chains or programs and it may be more appropriate for representatives from these units to also complete the survey.

If you have not had the opportunity to review the purpose and scope of this survey effort, please **Click Here** to review the invitation letter from Mr. Matthew R. Beebe, DLA Acquisition. If you prefer to provide a response on paper, please **Click Here** to access the PDF version and submit your completed response to **dlasuppliersurvey.dla.mil**.

#### **DLA Supplier Survey**

# 1. What are the primary methods your organization uses to identify DLA business opportunities? (*select all that apply*)

DLA Internet Bid Board System (DIBBS)
Federal Business Opportunities (FBO)
GSA eBuy
3rd Party Business Opportunity Services

Industry or Trade meetings/associations

Other (please specify)

# <sup>\*</sup> 2. Is your organization interested in pursuing future DLA business opportunities?

🔵 Yes

🔵 No

• If the response to Question 2 is "Yes", skip to question 4.

#### **DLA Supplier Survey**

| <ol><li>Please describe why your organization is no longer planning</li></ol> | j to |
|---|------|
| pursue future DLA business opportunities. (select all that apply              | ')   |

DLA's choice of acquisition strategy for my organization's products and/or services

Limited DLA opportunities for my organization's products and/or services

Excessively long DLA acquisition cycles for my organization's products and/or services

Other organizational considerations that have nothing to do with DLA

Other (please specify)

# \* 4. How would you describe your business type for the <u>majority</u> of your organization's DLA sales?

Manufacturer/ Assembler

Distributor of Finished Products

Service Provider

### \* 5. How would you describe your business type for the <u>majority</u> of your organization's DLA sales?

Small Business

Large Business

Non-profit (Ability-one, universities/colleges, FFRDC, UNICOR/FPI, etc.)

### \* 6. Which contract type applies to the <u>majority</u> of your organization's DLA sales?

Cong term arrangements with flexible ordering requirements

) Short term, fixed procurements of products or services.

#### \* 7. What are your organization's estimated annual DLA sales (US Dollars)?

- Less than \$100K
- ) \$100K to \$1M
- \$1M to \$10M
- \$10M to \$100M
- \$100M to \$1B
- Greater than \$1B

# \* 8. How long has your organization conducted business with DLA as a <u>prime</u> contractor?

- 🔵 Less than 1 year
- ) 1 year to less than 3 years
- 3 years to less than 5 years
- 5 years or more

\* 9. In the next series of questions, we would like to obtain feedback on your satisfaction as a supplier to DLA. Please select the DLA supply chain to which you would like to attribute your answers. You may also select to answer for DLA in general. After answering once, you will be given the option to answer for another supply chain or proceed to the end.

| $\bigcirc$ | Aviation                 | $\bigcirc$ | Industrial Hardware                    |
|------------|--------------------------|------------|--|
| $\bigcirc$ | Land                     | $\bigcirc$ | Energy                                 |
| $\bigcirc$ | Maritime                 | $\bigcirc$ | Distribution                           |
| $\bigcirc$ | Clothing & Textiles      | $\bigcirc$ | Disposition                            |
| $\bigcirc$ | Construction & Equipment | $\bigcirc$ | DLA Contracting Services Office (DCSO) |
| $\bigcirc$ | Medical                  | $\bigcirc$ | General DLA                            |
| $\bigcirc$ | Subsistence              |            |  |
| $\bigcirc$ | Other (please specify)   |            |  |
|            |                          |            |  |
|            | P                        |            |  |

**DLA-Supplier Relationship** 

#### \* 10. Evaluate the following statement: DLA treats my organization as a valued supplier.



- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

#### <sup>\*</sup> 11. Evaluate the following statement: DLA <u>effectively</u> resolves issues.

- Strongly Disagree
- 🔵 Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

#### \*12. Evaluate the following statement: DLA resolves issues in a <u>timely</u> manner.



- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

\* 13. **Evaluate the following statement:** DLA strives to reach <u>equitable</u> resolutions when differences arise.

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

### \* 14. **Evaluate the following statement:** DLA's resources are readily <u>accessible</u> to resolve issues or answer questions.



- Neither Agree nor Disagree
- Agree
- Strongly Agree

#### **DLA Communication**

### <sup>\*</sup> 15. **Evaluate the following statement:** DLA's communications with my organization are <u>trustworthy</u>. DLA does what it says it is going to do.



- Neither Agree nor Disagree
- Agree
- Strongly Agree

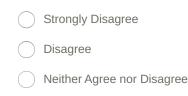
#### \* 16. **Evaluate the following statement:** DLA's communications with my organization are <u>timely</u>.

Strongly Disagree

🔵 Disagree

- Neither Agree nor Disagree
- Agree
- Strongly Agree

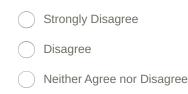
#### <sup>\*</sup> 17. **Evaluate the following statement:** DLA communicates <u>adequate</u> amounts of information.



- Agree
- Strongly Agree

**Growth & Profit Potential** 

## \* 18. **Evaluate the following statement:** DLA provides long term <u>growth</u> (sales) opportunities for my organization.



O Agree

| $\supset$ | Strongly | Agree |
|-----------|----------|-------|
|           |          |       |

#### <sup>\*</sup> 19. **Evaluate the following statement:** DLA provides an opportunity for my organization to make a <u>reasonable profit</u> on our contracts.

Strongly Disagree

🔵 Disagree

Neither Agree nor Disagree

Agree

Strongly Agree

<sup>6</sup> 20. **Evaluate the following statement:** DLA solicitations for my organization's product and/or services <u>rarely</u> require high <u>levels of effort</u> (time/expense) to bid.



\* 21. **Evaluate the following statement:** DLA's processes are highly effective during <u>Solicitation through Contract Award</u>. DLA's processes do not result in unnecessary supplier costs or burdens.

Strongly Disagree
Disagree

Neither Agree nor Disagree

- Agree
- Strongly Agree
- If the response to Question 21 is "<u>Neither Agree nor Disagree</u>", "<u>Agree</u>", or "<u>Strongly Agree</u>", Skip to Question 23.

22. Please indicate which factors impacted your assessment of DLA's effectiveness during <u>Solicitation through Contract Award</u>. (*Select all that Apply*)

| Excessive delays                                   | Contract terms and conditions |
|--|-------------------------------|
| Limited time to respond                            | Negotiations                  |
| Inadequate information sharing                     | Pricing                       |
| DLA's selected acquisition strategy                | Inadequate debriefs           |
| Product and/or Service vague or overly restrictive | Resolution of protests        |
| Lack of Technical Data                             |                               |
| Other (please specify)                             |                               |
|  |                               |
|  |                               |

\* 23. **Evaluate the following statement:** DLA's processes are highly effective during <u>Contract Period of Performance through Contract Close-out</u>. DLA's processes do not result in unnecessary supplier costs or burdens.



Disagree

- Neither Agree nor Disagree
- Agree

Strongly Agree

• If the response to Question 23 is "<u>Neither Agree nor Disagree</u>", "<u>Agree</u>", or "<u>Strongly Agree</u>", Skip to Question 25.

24. Please indicate which factors impacted your assessment of DLA's effectiveness during <u>Contract Period of Performance through</u> <u>Contract Closeout</u>. (*Select all that apply*)

| Forecasting                                | Excessive expedite request(s) |
|--|-------------------------------|
| Lack of Technical Data                     | Receiving                     |
| Pre-production testing issues              | Invoicing                     |
| Production testing/inspection              | Payment                       |
| Contract modifications (Non-price related) | Contract close-out            |
| Pricing modifications                      | Terminations                  |
| DLA First Destination Transportation       | Timely resolution of issues   |
| Other (please specify)                     |                               |
|  |                               |
| h  |                               |

### \* 25. **Evaluate the following statement:** DLA has sufficient <u>technical</u> <u>knowledge</u> of my organization's industry.



|  | Strongly Agree |  |
|--|----------------|--|
|--|----------------|--|

#### <sup>\*</sup> 26. Evaluate the following statement: DLA has sufficient knowledge of my organization's products and/or services and capabilities.



- 🔵 Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

# 27. **Evaluate the following statement:** DLA seeks <u>ideas</u> and <u>innovations</u> from my organization to improve supply chain support for the Warfighter.



\* 28. **Evaluate the following statement:** DLA provides a <u>better</u> overall supplier experience as compared to other U.S. federal/DoD organizations.

Strongly Disagree

- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

29. Please provide additional comments concerning this survey or any other issues you would like to bring to DLA's attention.