

# 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 voluntary 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 single 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](mailto: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](mailto:dlasuppliersurvey.dla.mil).

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)

\* 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.

3. Please describe why your organization is no longer planning 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 majority of your organization's DLA sales?

- Manufacturer/ Assembler
- Distributor of Finished Products
- Service Provider

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

- Long 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 prime 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.

- |                                                |                                                              |
|------------------------------------------------|--------------------------------------------------------------|
| <input type="radio"/> Aviation                 | <input type="radio"/> Industrial Hardware                    |
| <input type="radio"/> Land                     | <input type="radio"/> Energy                                 |
| <input type="radio"/> Maritime                 | <input type="radio"/> Distribution                           |
| <input type="radio"/> Clothing & Textiles      | <input type="radio"/> Disposition                            |
| <input type="radio"/> Construction & Equipment | <input type="radio"/> DLA Contracting Services Office (DCSO) |
| <input type="radio"/> Medical                  | <input type="radio"/> General DLA                            |
| <input type="radio"/> Subsistence              |                                                              |
| <input type="radio"/> Other (please specify)   |                                                              |

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

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

\* **11. Evaluate the following statement:** DLA effectively resolves issues.

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

\* **12. Evaluate the following statement:** DLA resolves issues in a timely manner.

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

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

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

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

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



### DLA Communication

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

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

\* **16. Evaluate the following statement:** DLA's communications with my organization are timely.

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

\* **17. Evaluate the following statement:** DLA communicates adequate amounts of information.

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

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

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

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

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

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

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

\* **21. Evaluate the following statement:** DLA's processes are highly effective during Solicitation through Contract Award. 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 "Neither Agree nor Disagree", "Agree", or "Strongly Agree", Skip to Question 23.

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

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

\* **23. Evaluate the following statement:** DLA's processes are highly effective during Contract Period of Performance through Contract Close-out. 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 23 is "Neither Agree nor Disagree", "Agree", or "Strongly Agree", Skip to Question 25.

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

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

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

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

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

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

\* **27. Evaluate the following statement:** DLA seeks ideas and innovations from my organization to improve supply chain support for the Warfighter.

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

\* 28. Evaluate the following statement: DLA provides a better 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.