



2020 DLA Supplier Satisfaction Survey

Introduction

In support of the Defense Logistics Agency's (DLA) Industry Engagement Plan, we are excited to announce our 2020 Supplier Satisfaction Survey effort sponsored by 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 organization to complete this anonymous survey. This representative should be best positioned to provide your organization's collective supplier satisfaction feedback with its overall interactions and engagement with DLA at various stages of the acquisition lifecycle. In the event your organization's DLA business is too complex to provide collective feedback, please contact us at dlasuppliersurvey@dla.mil to create additional instances of the survey for your organization. For example, your organization may have different business units that support specific DLA supply chains, and it may be more appropriate for representatives from these units to separately 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 DLA's Industry Engagement Plan and invitation letter from Mr. Matthew R. Beebe, Director, DLA Acquisition. If you prefer to provide a written response, please contact us at dlasuppliersurvey@dla.mil for a PDF version.

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AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, 0704-0553, is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.



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General Information

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

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

*** 2. 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.)

Note: Please reference your organization's representation in [SAM.gov](https://sam.gov) for the small business size standards for the NAICS code related to the DLA sales in Question 2

*** 3. 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.

*** 4. 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

*** 5. 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



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General Information

*** 6. Which DLA organization accounts for the majority of your sales?**

- Aviation** (*Defense Supply Center Richmond, VA*)
- Land** (*Defense Supply Center Columbus, OH*)
- Maritime** (*Defense Supply Center Columbus, OH*)
- Medical** (*DLA Troop Support - Philadelphia, PA*)
- Clothing & Textiles** (*DLA Troop Support - Philadelphia, PA*)
- Subsistence** (*DLA Troop Support - Philadelphia, PA*)
- Construction & Equipment** (*DLA Troop Support - Philadelphia, PA*)
- Industrial Hardware*** (*DLA Troop Support - Philadelphia, PA*)
- Energy** (*DLA Energy - Fort Belvoir, VA*)
- Distribution** (*DLA Distribution Susquehanna, PA*)
- Services** (*For contracted services not specific to a DLA supply chain or DLA Distribution, e.g. DLA J6, HQ support*)

***DLA's Industrial Hardware supply chain has been recently re-organized under the Aviation and Land & Maritime supply chains.**

Note: If there are other representatives within your organization that are responsible for the primary customer relationship for another DLA organization, please send their email address(es) to dlasuppliersurvey@dla.mil to receive a separate survey link.

- If the response to Question 6 is not "**Services**", Skip to Question 8.

7. Which services-related DLA customer organization accounts for the majority of your sales?

- Human Resources (J1)
- Logistics Operations (J3)
- Information Operations (J6)
- Acquisition (J7)
- Finance (J8)
- R&D (J68)
- Document Services
- Disposition

Other (please specify)



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DLA-Supplier Relationship

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

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

*** 9. Evaluate the following statement: DLA effectively resolves issues.**

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

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

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

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

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

*** 12. 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



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DLA Communication

*** 13. 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

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

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

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

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



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Growth & Profit Potential

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

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

*** 17. 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



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Ease of Business

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

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

- If the response to Question 18 is "Neither Agree nor Disagree", "Agree", or "Strongly Agree", Skip to Question 20.

19. Which of the following areas require the highest levels of effort (time/expense) to bid on DLA solicitations? (*Select all that apply*)

- Technical response
- Pricing response
- Solicitation review (*e.g. product description, requirements, terms and conditions*)
- DLA's bidding system interface/use (*e.g. DIBBS*)
- Past performance response

Other (please specify)



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DLA Effectiveness

* 20. Evaluate the following statement: DLA's processes are highly effective during Solicitation through Contract Award and do not result in unnecessary supplier costs or burdens.

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

Note: You will also have the opportunity to provide Post-Award feedback in subsequent questions.

- If the response to Question 20 is "Neither Agree nor Disagree", "Agree", or "Strongly Agree", Skip to Question 22.

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

- | | |
|---|---|
| <input type="checkbox"/> Issue Resolution (<i>Accessibility, Timeliness or Effectiveness</i>) | <input type="checkbox"/> RFP/ RFQ terms and conditions |
| <input type="checkbox"/> Award Errors (<i>Requiring modifications in Post-Award</i>) | <input type="checkbox"/> Contractor Exceptions/ Alternative Offers (<i>Source Approval Request package</i>) |
| <input type="checkbox"/> Excessive delays | <input type="checkbox"/> Cancelled Bids or Solicitations |
| <input type="checkbox"/> Limited time to respond | <input type="checkbox"/> Negotiations |
| <input type="checkbox"/> Inadequate information sharing (<i>Communication Adequacy or Timeliness</i>) | <input type="checkbox"/> Pricing |
| <input type="checkbox"/> Acquisition Strategy/ Method (<i>Reverse Auctions, focus on price vs. other factors, multiple contracts for same product vs. long term contract</i>) | <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"/> Incorrect, Outdated or Lack of Technical Data | |

Other (please specify)



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DLA Effectiveness

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

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

- If the response to Question 22 is "Neither Agree nor Disagree", "Agree", or "Strongly Agree", Skip to Question 24.

23. 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"/> Issue Resolution (PAR system, DLA Accessibility, Resolution Timeliness or Effectiveness) | <input type="checkbox"/> Shipping, Packaging or Inspection (Receiving) |
| <input type="checkbox"/> Contract modifications (Fixing pre-award errors, delivery dates, other) | <input type="checkbox"/> Excessive expedite request(s) |
| <input type="checkbox"/> Forecasting | <input type="checkbox"/> Invoicing & Payment (Delays, PIII WAWF) |
| <input type="checkbox"/> Pre-production testing issues (FAI/ FAT) | <input type="checkbox"/> Lack of Technical Data |
| <input type="checkbox"/> Production Lot Testing (PLT) or Source Inspections (DCMA QAR) | <input type="checkbox"/> Contract close-out or Terminations |
| <input type="checkbox"/> Requests for Variance (RFV) | |

Other (please specify)



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DLA Effectiveness

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

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

*** 25. 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

*** 26. Evaluate the following statement: DLA implements new ideas and innovations to improve supply chain support for the Warfighter.**

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

27. Please select any areas where you believe DLA has demonstrated innovation which has improved supply chain support for the Warfighter (Select all that apply).

- Material/ Product Improvements (e.g. new manufacturing techniques, reliability enhancements)
- Supplier collaboration (e.g. supplier conferences)
- DLA business systems (e.g. DIBBS)
- DLA policy/ process improvements
- Acquisition Strategies/ Buying Methods
- R&D programs (e.g. Artificial Intelligence/ Machine Learning)

Other (please specify)



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Supplier Experience

*** 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



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COVID-19

*** 29. Evaluate the following statement: During the period of the COVID-19 Pandemic, I was able to communicate with DLA as well as I did previous to the outbreak.**

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



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Additional Comments

30. Please provide additional comments concerning this survey or any other issues you would like to bring to DLA's attention. Please do not include personal identifiable information.