



DLA
DEFENSE LOGISTICS AGENCY
Established 1961



The Nation's Combat Logistics Support Agency

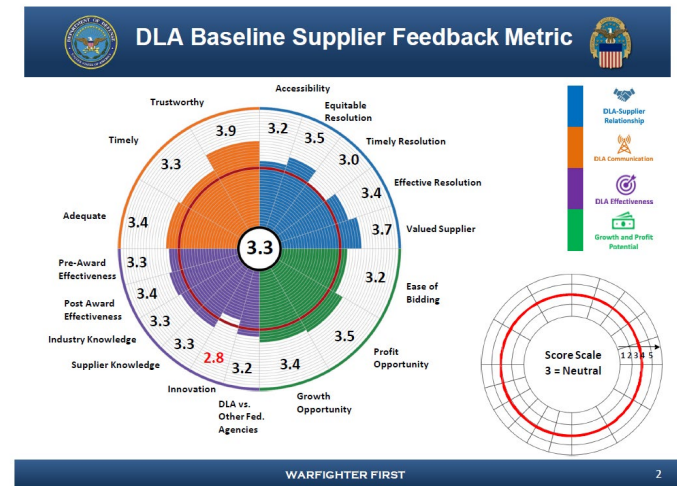
2020 DLA Supplier Survey

WARFIGHTER ALWAYS



Background

- Second DLA Supplier Survey (Previous 2018)
- OMB Fast Track approval on 2 Nov 2020
- Survey launched 12 Nov 2020
- 8,180 DLA supplier POCs invited to complete the anonymous survey
 - Weekly survey reminders sent
- Survey closed 18 Mar
- Avg. time to complete survey - 6.8 minutes



2018 Survey Results



Key Demographics

General Survey Respondent Info:

- 57% Manufacturers, 31% Distributors, 12% Service Providers
- 81% Small Business, 16% Large Business, 3% Non-Profit
- 70% have short-term DLA contracts
- 87% have less than \$10M in annual DLA sales
- 80% have worked with DLA for 5 years or more

FY20 DLA Supplier Base:

- 78% Manufacturers, 10% Distributors, 12% Service Providers
- 82% Small Business, 17% Large Business, 1% Non-Profit
- 71% have short-term DLA contracts
- 96% have less than \$10M in annual DLA sales
- 70% have worked with DLA for 5 years or more

Demographics closely match 2018 DLA Supplier Survey

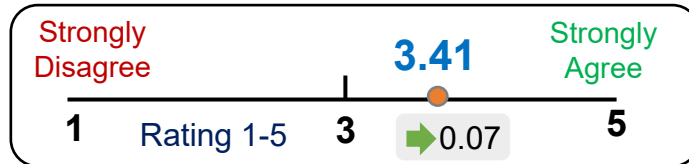
¹ Response rate may be slightly higher as points of contact are adjusted due to email referrals, bounced email addresses, and POCs that opt-out of receiving surveys, leading to a slightly smaller survey population.



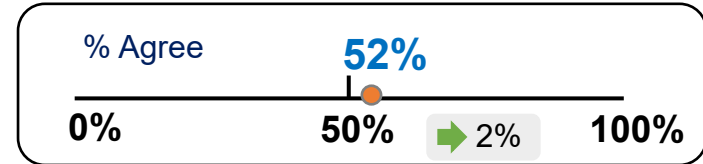
Response Overview

Overall

Average Rating



Average % Agree¹



Category



DLA Communication



Growth and Profit Potential



DLA-Supplier Relationship



DLA Effectiveness

Avg. Rating

3.61 ↑ 0.08

3.33 ↓ 0.03

3.43 ↑ 0.08

3.33 ↑ 0.12

Avg. % Agree

63% ↑ 2%

51% ↓ 1%

55% ↑ 2%

45% ↑ 3%

Factor

Avg. Rating

Avg. % Agree

Highest → 3.93: Trustworthiness ↑ 0.05

77%: Trustworthiness ↑ 2%

Lowest → 3.11: Timely Resolution ↑ 0.10

28%: Innovation ↑ 6%

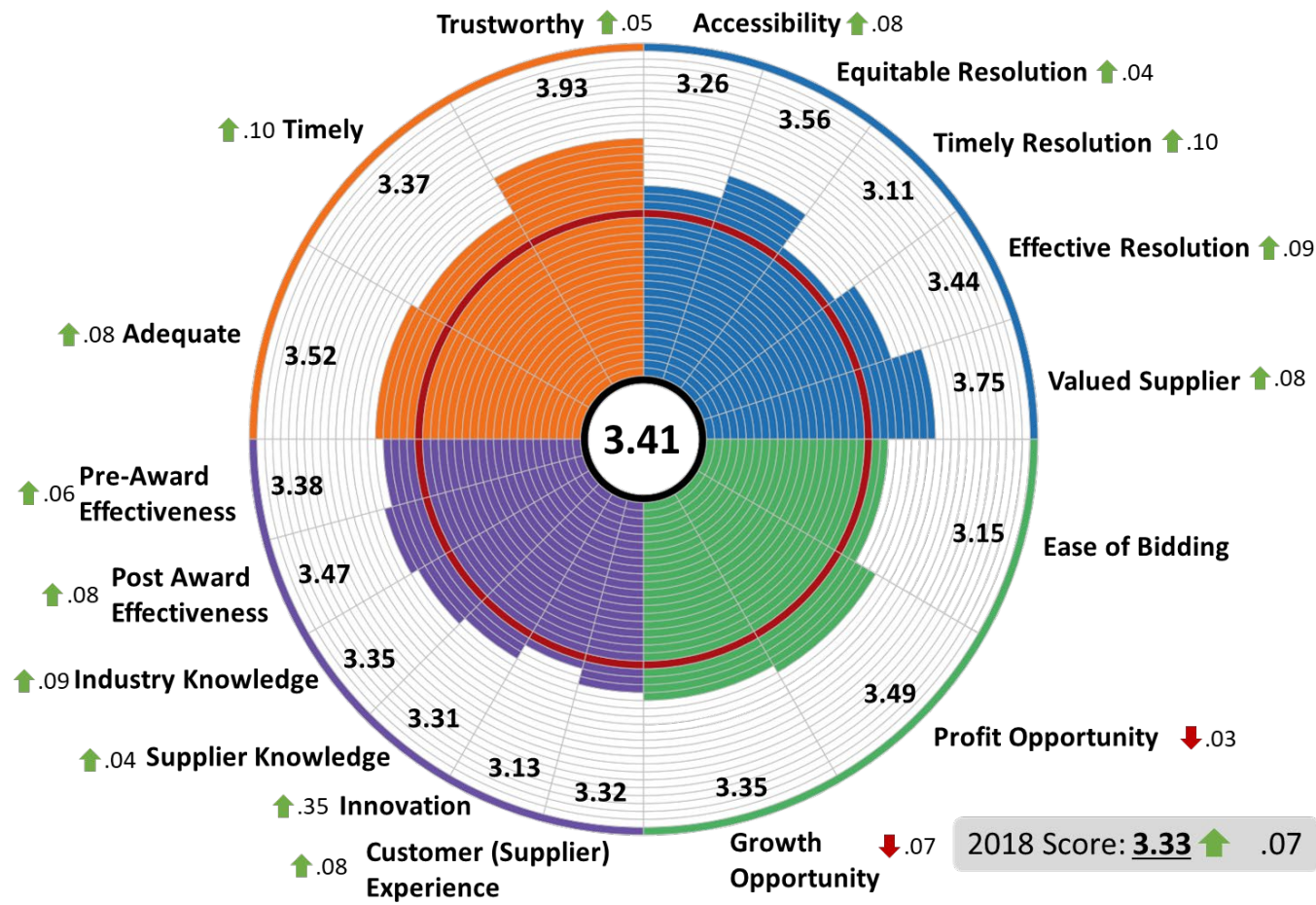
- 2,853 responses from 8,180 invitations for a 34% response rate
- Confidence Level of 99.00% and Margin of Error of 2.01%

¹ % Agree – Average percentage of respondents that chose “Agree” or “Strongly Agree”



2020 DLA Rating by Factor

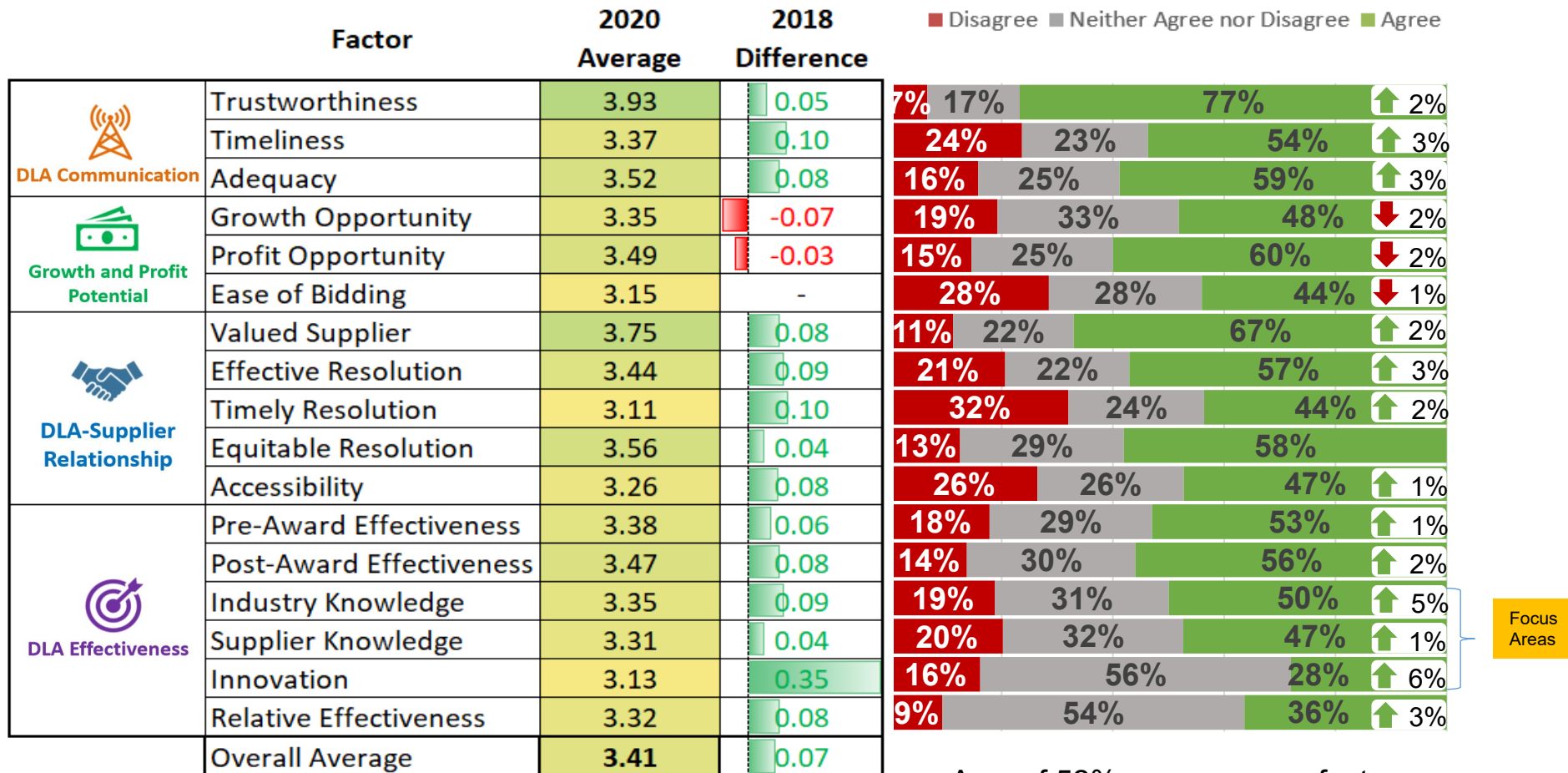
Comparison to 2018 Survey results ↑ ↓



2,853 Respondents



DLA Overview by Factor










All Factors over 3.0 (better than “neutral”)



Supplier Satisfaction

% of respondents that agreed





	Factor	Business Type (Self Identified)			DLA Average
		Manufacturer /Assembler	Distributor of Finished Products	Service Provider	
 DLA Communication	Trustworthiness	75%	77%	84%	77%
	Timeliness	50%	52%	74%	54%
	Adequacy	55%	59%	74%	59%
 Growth and Profit Potential	Growth Opportunity	45%	51%	55%	48%
	Profit Opportunity	62%	55%	64%	60%
	Ease of Bidding	45%	45%	38%	44%
 DLA-Supplier Relationship	Valued Supplier	65%	66%	80%	67%
	Effective Resolution	54%	55%	78%	57%
	Timely Resolution	40%	41%	66%	44%
	Equitable Resolution	55%	57%	75%	58%
	Accessibility	43%	46%	68%	47%
 DLA Effectiveness	Pre-Award Effectiveness	53%	54%	53%	53%
	Post-Award Effectiveness	55%	55%	64%	56%
	Industry Knowledge	45%	50%	72%	50%
	Supplier Knowledge	42%	48%	71%	47%
	Innovation	25%	29%	39%	28%
	Relative Effectiveness	35%	39%	38%	36%
Overall Average		50%  2%	52%  2%	64%  1%	52%
# of Respondents		1,630	871	352	2,853
Percentage of Respondents		58%	30%	12%	100%

Ease of Bidding a notable concern across business types



Supplier Satisfaction

% of respondents that agreed





	Factor	Business Type (Self Identified)			DLA Average
		Small Business	Large Business	Non-profit	
 DLA Communication	Trustworthiness	75%	81%	88%	77%
	Timeliness	52%	59%	79%	54%
	Adequacy	58%	62%	77%	59%
 Growth and Profit Potential	Growth Opportunity	47%	54%	44%	48%
	Profit Opportunity	58%	68%	63%	60%
	Ease of Bidding	44%	43%	41%	44%
 DLA-Supplier Relationship	Valued Supplier	65%	77%	87%	67%
	Effective Resolution	55%	62%	89%	57%
	Timely Resolution	41%	51%	70%	44%
	Equitable Resolution	56%	65%	78%	58%
	Accessibility	45%	56%	71%	47%
 DLA Effectiveness	Pre-Award Effectiveness	53%	51%	52%	53%
	Post-Award Effectiveness	55%	58%	63%	56%
	Industry Knowledge	49%	54%	62%	50%
	Supplier Knowledge	45%	55%	70%	47%
	Innovation	28%	29%	31%	28%
	Relative Effectiveness	36%	37%	51%	36%
Overall Average		51% ↑ 2%	56% ↑ 2%	66% ↑ 5%	52%
# of Respondents		2,317	458	78	2,853
Percentage of Respondents		81%	16%	3%	100%

Significant difference in DLA-Supplier relationship between small business and large/non-profit



Supplier Satisfaction

% of respondents that agreed





	Factor	Contract Type (Self Identified)		DLA Average
		Short Term	Long Term	
 DLA Communication	Trustworthiness	74%	83%	77%
	Timeliness	48%	66%	54%
	Adequacy	56%	66%	59%
 Growth and Profit Potential	Growth Opportunity	44%	58%	48%
	Profit Opportunity	58%	64%	60%
	Ease of Bidding	45%	40%	44%
 DLA-Supplier Relationship	Valued Supplier	62%	78%	67%
	Effective Resolution	52%	70%	57%
	Timely Resolution	38%	57%	44%
	Equitable Resolution	53%	71%	58%
	Accessibility	41%	62%	47%
 DLA Effectiveness	Pre-Award Effectiveness	53%	53%	53%
	Post-Award Effectiveness	54%	62%	56%
	Industry Knowledge	46%	60%	50%
	Supplier Knowledge	42%	61%	47%
	Innovation	25%	36%	28%
	Relative Effectiveness	34%	41%	36%
Overall Average		49% ↑1%	61% ↑5%	52%
# of Respondents		2,011	842	2,853
Percentage of Respondents		70%	30%	100%

Long term contracts significantly higher in communication, relationship & effectiveness



Supplier Satisfaction

% of respondents that agreed

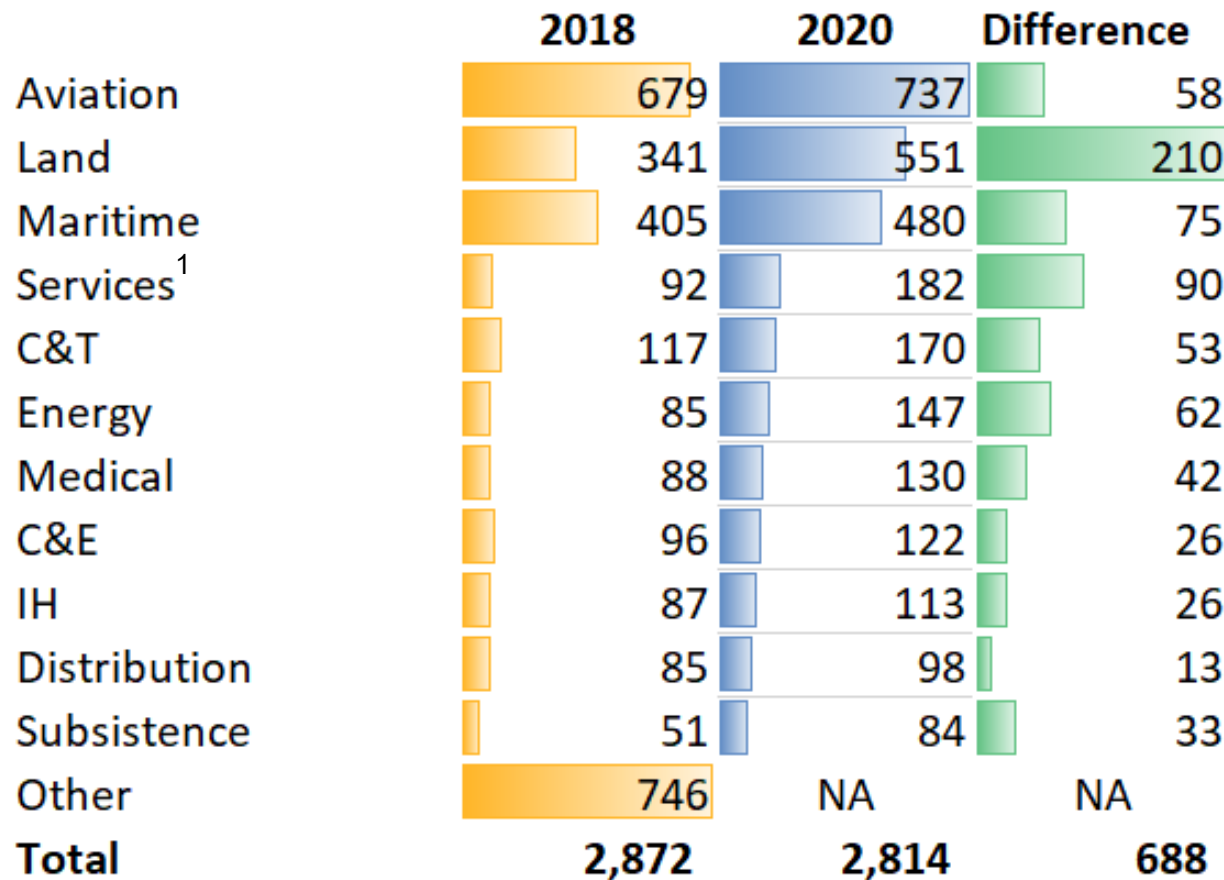
	Factor	DLA Sales (Self Identified)		DLA Average
		\$100K to \$10M	\$10M to \$1B	
 DLA Communication	Trustworthiness	76%	81%	77%
	Timeliness	52%	64%	54%
	Adequacy	58%	65%	59%
 Growth and Profit Potential	Growth Opportunity	46%	63%	48%
	Profit Opportunity	59%	65%	60%
	Ease of Bidding	46%	33%	44%
 DLA-Supplier Relationship	Valued Supplier	65%	80%	67%
	Effective Resolution	55%	68%	57%
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	Equitable Resolution	56%	69%	58%
	Accessibility	45%	62%	47%
 DLA Effectiveness	Pre-Award Effectiveness	54%	45%	53%
	Post-Award Effectiveness	56%	59%	56%
	Industry Knowledge	49%	60%	50%
	Supplier Knowledge	45%	64%	47%
	Innovation	27%	35%	28%
	Relative Effectiveness	35%	43%	36%
Overall Average		51% ↑2%	59% ↑1%	52%
# of Respondents		2,484	369	2,853
Percentage of Respondents		87%	13%	100%

Higher sales does not improve “ease of bidding”



2018 & 2020 Survey Comparison

Responses represented: 2,814



¹ **DCSO** (2018) was replaced by **Services** (2020) for contracted services not specific to a DLA supply chain or DLA Distribution.