

1999 Biennial Review Business Line Summary Ranked by Overall Satisfaction

Defense Agency/ DoD Field Activity - Business Line	Overall Satisfaction Score	Satisfaction with Business Line	Responsiveness to Customers	Satisfaction with Specific Products and Services	Coordination with Customers	Number of Surveys
WHS - Facility and space programs management (RE&F)	73%	68%	76%	72%	76%	102
DLA - DoD Disposal (Defense Reutilization and Marketing Service)	72%	78%	69%	75%	67%	48
DISA - Telecommunications services	71%	71%	68%	76%	69%	91
DLA - Materiel management	70%	75%	72%	72%	62%	462
BMDO - Ballistic missile defense program management oversight	70%	68%	68%	68%	74%	19
DSS - Industrial Security Program	64%	53%	73%	57%	73%	15
DISA - Joint Warfighting and DoD-wide enterprise capabilities	64%	62%	61%	66%	67%	187
DISA - Computing services	64%	71%	59%	65%	60%	22
DLA - DoD Cataloging (Defense Logistics Information Service (DLIS))	63%	64%	55%	79%	55%	49
DTRA - Exploiting the revolution in military affairs	61%	56%	60%	63%	67%	10
BMDO - Missile defense system acquisition and implementation	61%	56%	69%	56%	63%	16