

DEFENSE LOGISTICS AGENCY

Customer Service Analytics



CUSTOMER SERVICE
ANALYTICS
CSM . . . It's about the customer!

How can Logistics Engagement help you understand your customers better?

Customer Service Analytics

Our analysts will compile information from customer interactions with the DLA Customer Interaction Center (CIC) and other DLA forward facing entities and derive Customer Analysis Report and Engagement Summaries (CARES) or other specialized reports based on your needs. Here are a few key questions our reports can help answer:

- Who is calling and what are they calling about?
- What DLA training could benefit your customers?
- How is your organization interacting with DLA?
- Is DLA assisting you in resolving your lifecycle logistics concerns?

What does a report do?

- Identify key pain-points or areas where Logistics Operations may provide tools and/or training to organizations within DOD.
- Improve awareness and increasing self-sufficiency, resulting in an overall cost avoidance for DOD.

What is in a report?

- Number of interactions within a given timeframe
- Available by DODAAC, COCOM, country, state or individual caller
- Easy to read map and graphs
- Associated National Stock Numbers
- Data Interpretation

How to request a report?

Simply email your questions or request to: csmanalytics@dla.mil and an analyst will be happy to assist you.

Note: The report example depicted in the header is fictitious and does not contain any usable DOD data.

Requested reports generated by the Customer Analytic team will be "CUI" due to data elements presented.



<https://www.dla.mil/What-DLA-Offers/Federal-and-International-Cataloging>
1.877.DLA.CALL



DEFENSE LOGISTICS AGENCY

DLA ORGANIZATIONS

Defense Logistics Agency, headquartered in Fort Belvoir, Virginia, is the Department of Defense's largest logistics combat support agency, providing worldwide logistics support in both peacetime and wartime to the military services as well as several civilian agencies and foreign countries.

Web site: <http://www.dla.mil/>

DLA MAJOR SUBORDINATE COMMANDS (MSCS)

DLA Land and Maritime, headquartered in Columbus, Ohio, is the primary source for over 420,000 repair parts and 1.5 million operating supply items, for land and sea-based weapon systems. They provide product testing, engineering, and technical support to the Military Services. Furthermore, the DLA Land and Maritime Supply Chains provides logistical services directly to Navy shipyards, Army and Marine Corps industrial sites.

Web site: <http://www.dla.mil/LandandMaritime/>

DLA Aviation, headquartered in Richmond, Virginia, is the primary source for over 1.1 million repair parts and operating supply items for more than 1,340 major weapon systems. The DLA Aviation Supply Chain provides mapping, kitting, chemical, petroleum packaging, gases, cylinder, engineering, sustainability, ozone depleting substances reserve, and industrial plant equipment services.

Web site: <http://www.dla.mil/Aviation/>

DLA Troop Support, headquartered in Philadelphia, Pennsylvania, is DLA's lead center for troop and general support and is responsible for managing food, clothing, medical supplies, construction and equipment, and general and industrial supplies worldwide. DLA Troop Support has the following Supply Chains: Subsistence, Clothing & Textile, Construction & Equipment, Medical, and Industrial Hardware.

Web site: <http://www.dla.mil/TroopSupport.aspx>

DLA Distribution, headquartered in New Cumberland, Pennsylvania, is responsible for the receipt, storage, issuance, packing, preservation, and transportation of more than 4 million items worldwide. It operates a network of 26 distribution centers around the world that provide timely and quality support to the Warfighters. Its Global Stock Position Plan ensures rapid distribution of critical military items.

Web site: <http://www.dla.mil/Distribution/>

DLA Energy, headquartered at Fort Belvoir, Virginia, serves as the DLA's executive agent for the bulk petroleum supply chain. DLA Energy business includes sales of petroleum and aerospace fuels for the Military Services, as well as for the privatization of their utility systems.

Web site: <http://www.dla.mil/Energy/>

DLA Disposition Services, headquartered in Battle Creek, Michigan, receives excess, obsolete, and unserviceable (EOU) DOD property, providing ultimate disposition through reutilization, transfer, donation, and sales. DLA Disposition Services sales generated approximately \$84 million of revenue in FY 2018, offsetting operational costs.

Web site: <http://www.dla.mil/DispositionServices/>

OTHER SERVICE ACTIVITIES

DLA Strategic Materials, is the leading U.S. agency for the analysis, planning, procurement and management of materials critical to national security. We serve our clients through a unique combination of technical expertise, global/geopolitical material supply analysis, and management & tracking of a broad range of existing & future critical materials.

Web site:

<http://www.dla.mil/HQ/Acquisition/StrategicMaterials>

Logistics Information Services mission is to develop logistics data strategies for creating, obtaining, managing, and integrating logistics data for dissemination to support the Department of Defense (DOD), Federal agencies, and the North Atlantic Treaty Organization (NATO) operational supply chain needs and defense objectives.

Web site:

<https://www.dla.mil/HQ/LogisticsOperations/Services/FIC/>

DLA Data Production Operation has a mission to transform the Department of Defense (DOD) from a high volume printing to an on-demand and on-line document printing, electronic content and records management. They provide a full portfolio of document services ranging from traditional offset printing, through on-demand output to on-line document services.

Web site:

<http://www.dla.mil/HQ/InformationOperations/DocumentServices.aspx>

Defense Automatic Addressing System (DAAS) designs, develops, and implements logistics solutions that improve customers' requisition processing and logistics management processes worldwide. They receive, edit, and route logistics transactions for the Military Services and Federal Agencies.

Web site:

<https://www.dla.mil/HQ/InformationOperations/DAAS/>

Enterprise Business Standards Office facilitates continuous enterprise integration process improvements to logistics management and operations.

Web site:

<http://www.dla.mil/HQ/InformationOperations/DLMS/>

DLA Europe & Africa serves as the Defense Logistics Agency's operationalized Regional Command Headquarters supporting U.S. European Command and U.S. Africa Command Areas of Operation (AOR). DLA Europe & Africa proactively integrates and synchronizes DLA's Global Readiness Solutions to ensure EUCOM, AFRICOM, and Service Component Warfighter Capability.

Web site: <http://www.dla.mil/EuropeandAfrica/>

DLA Indo-Pacific is the agency's primary liaison to U.S. Pacific Command, U.S. Forces Korea, U.S. Forces Japan and Alaska Command. DLA Pacific provides a unified DLA interface for warfighters throughout the USPACOM area of responsibility, integrating DLA support within the region and reaching back to other DLA activities in the continental United States for logistics solutions.

Web site: <https://www.dla.mil/Pacific.aspx>

DLA CENTCOM & SOCOM integrates and synchronizes DLA enterprise operations in the USCENTCOM and USSOCOM areas of responsibility. The organization provides supported warfighters and the DLA enterprise with credible, reliable and timely information about DLA capabilities and warfighter requirements along with providing command and control in the USCENTCOM area of operations.

Web site: <http://www.dla.mil/CENTCOM-SOCOM/>