

### 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
DLSA - Standards of conduct program, oversight, counseling, and support (Standards of Conduct Office)	89%	90%	88%	90%	87%	40
DLSA - Legislative program management and comment referral service (Legislative Reference Service)	88%	85%	92%	92%	85%	13
DIA - Joint Military Intelligence College (JMIC)	88%	96%	79%	87%	90%	24
WHS - Reports, forms & management information database programs management (DIOR)	87%	85%	86%	94%	84%	50
DLA - Defense Automated Printing Service (DAPS)	87%	86%	89%	87%	86%	110
DHRA - CPMS - Field advisory services	86%	88%	86%	85%	84%	116
WHS - Personnel services for military and civilian personnel (P&S)	86%	79%	93%	93%	79%	14
DLA - Contract administration services (Defense Contract Management Command)	86%	90%	86%	90%	76%	21
DHRA - CPMS - Injury and unemployment compensation	85%	84%	83%	84%	90%	102
DIA - Intelligence production, analysis, summaries, and reports	85%	88%	85%	82%	86%	68
DHRA - CPMS - EEO complaint investigations	85%	83%	86%	89%	80%	170