



CUSTOMER SATISFACTION SURVEY

Client : HIBISCU5 Location (Platform) : NORTH SABAH
 Service(s) : SLICKLINE Date & Time : 25/04/23 - 09/05/23
 Well : SJ 106A Package : Seah 1
 Personnel on Board
 Field Engineer/Supervisor/Wireline Operator : Mohd.Jaidun Hamit
 Crew/Wireline Assistants : Eldrian Juil & Lennon
 Others (Please specify) : _____
 : _____

Description	Rating*	Remarks/Comment
Safety		
Personnel Protective Equipment (PPE)	<u>5</u>	
Safety Awareness	<u>5</u>	
Housekeeping	<u>5</u>	
Service Quality		
Job Planning & Preparation	<u>4</u>	
Operation Efficiency	<u>4</u>	
Quality of Job Execution	<u>4</u>	
Personnel		
Professionalism of Personnel	<u>5</u>	
Performance & Efficiency	<u>4</u>	
Communication	<u>4</u>	
Technical Knowledge	<u>4</u>	
Time Keeping (Punctuality)	<u>5</u>	
Equipment		
Equipment & Tool Compatibility	<u>3</u>	
Inventories System	<u>3</u>	
Technical Support		
Response / Feedback from Town Field	<u>4</u>	
Technical Advice	<u>4</u>	
Delivery of Spares and Back-ups	<u>3</u>	
Reporting		
Daily Report	<u>5</u>	
QA/QC Data	<u>5</u>	
Overall Service Performance		
Does The Service Objective(s) Met?	<u>5</u>	
	<u>4</u>	

Areas of Improvement (if any) : Crew perform very good job. keep it up

Assessed by
 Client Representative
 Name : Azly Yusof
 Date : 8/5/2023
 Signature : [Signature]

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : Mohd.Jaidun Hamit
 Date : 8/5/2023
 Signature : [Signature]

(This section below to fill up by Management)

Comment / Action Taken / Follow Up _____

CSS Running Number : _____

Action By
 DB Technical Engineer :
 Name : _____
 Date : _____

Reviewed & Approved by
 DB Field Service Manager :
 Name : _____
 Date : _____
 Signature : _____