



CUSTOMER SATISFACTION SURVEY

Client : HIBISCUS Location (Platform) : NORTH SABAH
 Service(s) : SLICKLINE Date & Time : 18/04/23 - 15/05/23
 Well : SJ 106A & 105B Package : Seah 1
 Personnel on Board
 Field Engineer/Supervisor/Wireline Operator : Mohd. Jaidun Hamit
 Crew/Wireline Assistants : Eldrian & Lennon
 Others (Please specify) :
 :

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

Assessed by
 Client Representative
 Name : Muhd Azizul hakim
 Date : 15/05/2023
 Signature :

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : Mohd. Jaidun Hamit
 Date : 15/05/2023
 Signature :

(This section below to fill up by Management)

Comment / Action Taken / Follow Up

CSS Running Number :

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

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

Rating* 1 - Poor, 2 - Unsatisfactory, 3 - Satisfactory, 4 - Very Satisfactory, 5 - Outstanding