



CUSTOMER SATISFACTION SURVEY

Client	: PCSB QEB	Location (Platform)	: BYDP-D & BYDP-A
Service(s)	: MPLT SURVEY	Date	: 18/6/24 - 3/7/24
Well	: 410L, 106	Package	: EMITE
Personnel on Board			
Field Engineer/Supervisor/Wireline Operator	: M ARIFIN, FLETCHER		
Crew/Wireline Assistants	:		
Others (Please specify)	:		
	:		

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

Areas of Improvement (if any)

: FE shown good excellent commitment for in performing and completing his tasks. Very dedicated. Very thorough. Attitude is excellent. Keep up the good work. Thank you for the safe execution of job.

Assessed by

Client Representative

Name : _____
Date : _____
Signature : _____

Noor Azlan Ahmad Rony
Wells Services Supervisor
Petroleum Engineering Bintulu (QEB)
Petronas Carigati Sdn Bhd
Sarawak Asset

Agreed by

Dimension's Bid Field Engineer/Wireline Operator/Supervisor

Name : M ARIFIN
Date : 03/07/2024
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

Note : Please refer to OP-REF/CSS-01 : CSS Rating Level & Description for evaluation