Title	Catastrophic, Major & Serious (CMS) Accidents / Incidents Investigation and Analysis					
Target Population	Field Engineers & Field Specialists					
This requirement is applicable to:	✓	JFE		FST		EOT
	✓	FE1		FS1		EO1
	✓	FE2	✓	FS2		EO2
			✓	FS3		EO3

Objective:

DB is committed to providing Service Quality Excellence to our Clients.

The objective of this task is to create awareness and understanding on Catastrophic, Major & Serious (CMS) Accidents and Incidents Investigation and Analysis. This will also emphasize the importance of employee's participation in investigating, analyzing and closing accidents / incidents report to prevent them from recurring in the future.

Tasks:

- Employee to discuss with FSM on his participation as a member of an investigation team of a current accident/incident. In the event that there is no incident / accident reported, he may use any light incident occurred in the past which has high potential to cause catastrophic, Major and Serious (CMS) accidents / incidents.
- Gather information leading up to the incident, during and after the incident.
- Establish chronology of events of the incident and include in a presentation.
- Use problem solving techniques like Pareto Chart, Fishbone Diagram and 80/20 to determine the root causes.
- Develop an action plan and assign responsibilities.
- Prepare a presentation of the chronology events, risk analysis, root cause, accountability and action items.
- Verify that with implemented action plans no further incidents of the same nature will occur.
- Deliver the presentation to Line Management
- Follow up on all action items until they are closed.

REQUIRED EVIDENCE:

1 OP-FORM-01 Problem Report ☐
2 OP-FORM-02 Problem Investigation Report ☐
3 Slide Presentation ☐

OVERALL SCORE	STRONG			ADEQUATE			IMPROVEMENT NEEDED		
	10	9	(8)	7	6	5	4	3	2

MENTOR / ASSESSOR's Comments & Recommendation (Service Quality Engineer):

Good commitment delivered by Hafiz in term responding to the problem and Investigation.

Signature		Assessment Date	14/10/2024
Name	MUHAMMAD NOORHAFIZAN BIN AB. MAJID	Position	SERVICE QUALITY ENG.

FSM / OM Comments & Recommendation:

Good involvement through out the investigation process.

Signature		Assessment Date	14/10/24
Name	M. KHAIRUL RIDHWAN AZ... CTS FIELD SERVICE MANAG. Dimension Bid (M) Sdn Bhd	Position	FSM

DIMENSION BID

PROBLEM REPORT

(To be filled-up by Field Personnel)

Note : All equipment problem reports must be submitted not later than 24 hours of the incident. All columns must be filled.
Kindly email PR to your superior and Operations manager, cc problem.alert@neudimension.com.
All Problem Investigation Report (PIR) must be submitted not later than 5 days

DEPARTMENT	LOCATION
☐ SLS ☐ CHS ☑ CTS ☐ BASE	☑ WMO ☐ EMO ☐ INTERNATIONAL/OTHERS:_____

CATEGORY

☑ SURFACE EQUIPMENT ☐ PRESSURE CONTROL EQUIPMENT ☐ DOWNHOLE TOOL ☐ OTHERS:_____

PR DETAILS

(A)	DATE OF INCIDENT	5/3/2024	TIME OF INCIDENT	11:00 AM
	CLIENT	Petronas Carigali Sdn Bhd	DOWNTIME INCURRED	N/A
	LOCATION/WELL NO	Dulang / C-4S	WIRELINE SUPERVISOR	Norazman
	PACKAGE/UNIT NO.	CTU#02	CREW	1. Mat Nor Hisham 2. Ahmad Shafri 3. Mohd Hanis
(B)	**Problem Title:** CT String Damaged during backload activity from Maindeck to Setia Luhur			**PR Running No:**
(C)	**Equipment/ Tool Involved (Serial/ Part No.)** CT String – Tenaris #40416 *Manufacturer:* Tenaris			

(D) **Operational Information:**

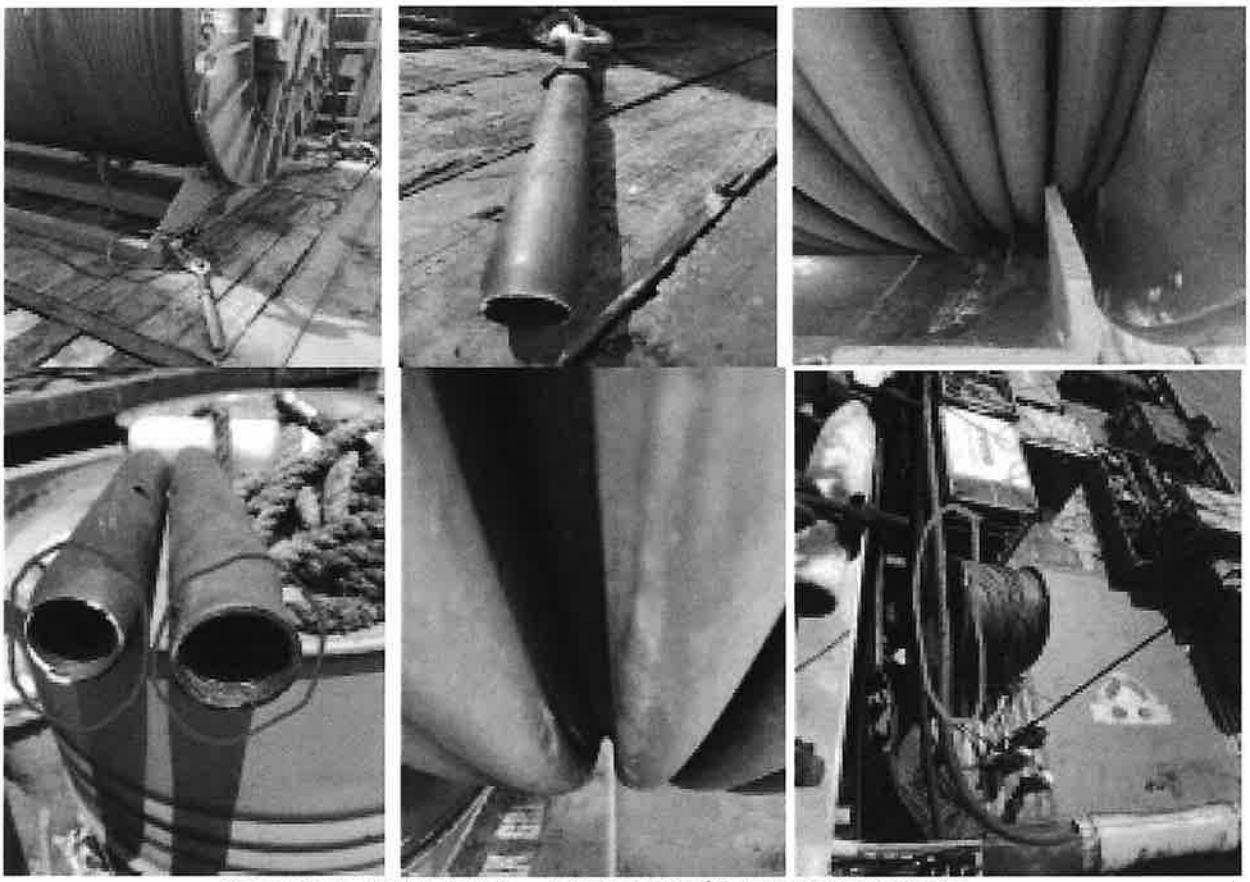
JOB / RUN TYPE	N/A	PREVIOUS RUNS (IF APPLICABLE)	N/A
MAX ANGLE	N/A	INCIDENT DEPTH/ANGLE	N/A
SHUT-IN TUBING HEAD PRESSURE (SITHP) PRE-RUN	N/A	SITHP AFTER RUN (IF APPLICABLE)	N/A
FLUID LEVEL / WELL TYPE	N/A	CASING HEAD PRESSURE	N/A
PULLING WEIGHT	N/A	RUNNING WEIGHT	N/A
MAX HANGING WEIGHT	N/A	WIRE/COIL SIZE & TYPE	N/A
TOOL CONFIGURATION	N/A		

(D) **Brief Description of Incident**

Incident Date :- 5th March 2024
Time – 10:45 am
During CT Reel backload activity to MV Setia Luhur, the boat suddenly rolled and was unable to maintain its position. Our CT Reel was hit at MV Setia Luhur crash bar, breaking one (ea) of turnbuckle. Subsequently, CT Reel swung and struck the other side resulting in the breakage of total two (ea) turnbuckle in total and causing some damage on outer side Coiled tubing string.
Time – 11.00 am
Observed CT Cradle was misaligned with CT Reel which posing a hazard for Setia Luhur deck crew handling the load (due to turnbuckle damage). DB team communicate with Crane operator and captain to lower the load for safety precautions.
Time – 11:10 am

DIMENSION BID

After 3 unsuccessful attempt to re-align CT reel with CT Cradle due to boat instability, decision was made to stop activity and unhook the sling to prevent further damage to CT String



Note: ***Please describe 1. Chronology that leads to incident, 2. Your observation/evidence on current situation 3. Client Feedback and 4. Evidences found and preservation action taken***
Preserve all evidence for problem identification/reproduction at base.

(E) **Possible Cause of Incident**

- Setia Luhur unable to maintain position and was rolling during the lifting operation.

Note : ***This is only an initial assumption based on limited information available at time of incident. It is not final and used only to assist investigation.***

(F) **Immediate Correction**

Time – 11:30am

4 pax DB crew transfer to MV Setia Luhur for secure properly and offload to maindeck for retighten the CT Reel against CT Cradle with 3ea chains. Capacity per each chain 2 ton.

DIMENSION BID

(G)	**Details of Originator** Reported by: Name: Ahmad Shafri bin Mohamad Position: General Equipment Operator Date: 6th March 2024 Witness by : Norazman bin Narudin Wireline Supervisor (Well Intervention) Petroleum Engineering (PEPM) Peninsular Malaysia Assets (PMA/PCSB) Name : Nor Azman bin Narudin Position : PCSB WSS Date : 6th March 2024
(H)	**TO BE FILLED BY TOWN:**
	Action by: Name: Muhammad Hafiz saharuddin Position: ~~Technician~~/**Engineer** Date: 6th March 2024 Verified by: Name: Khairul Ridhwan Azizan Position: **Field Service Manager** Date: 6th March 2024

DIMENSION BID

PROBLEM INVESTIGATION REPORT

All investigation report must be submitted not later than 5 days

Problem Statement:	Coiled string and reel damaged during backload activity at Dulang Charlie
PR Running No.:	PR2024-CTS-MAR-012
Date of Investigation:	10/3/2024
Date of Investigation (Closed):	10/3/2024

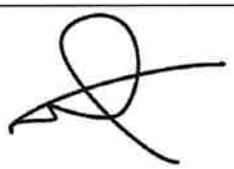
(A)	**BACKGROUND**
	i. Detailed Description of Problem During backload activity to MV Setia Luhur, weather started to change and boat suddenly rolled and unable to maintain it's position which result in Crash between CT reel and MV Setia Luhur Crash bar, breaking one each turnbuckle and Reel swung and struck the other side result in break total of 2 turnbuckle, damaged reel and outer side of Coiled Tubing string. **ii. Investigation Team** Team Leader: Ridhwan Member 1: Hafiz Member 2: Zakaria Member 3: Mat Nor **iii. Supporting Documents/Attachments/Picture/Investigation details** Refer to the picture attached in PR for full picture of damaged item.
(B)	**INVESTIGATION ANALYSIS** ***Note: The WHY's could be more or less than 5 WHYs until the point where the WHY is no longer reasonably actionable***
1	**WHY 1:** Reel collide with vessel crash bar
2	**WHY 2:** Incompetent MV Captain and crane operator
3	**WHY 3:** lack of communication between crane operator and MV captain
4	**WHY 4:** Lack of decision making during emergency
5	**WHY 5:** Sudden change in weather
6	**Root Cause of Incident** ***(Acquire from the last WHY)***: Prior for offloading activity, team at site will always check and ensure the weather is permittable and able to perform the lift. However, after the lifting from the maindeck, during the placement of the reel into MV Setia Luhur, suddenly the weather pick-up which cause the boat rolled and unable to maintain its position. Resulted in damaged both Reel and CT string.

ROOT CAUSES CLASSIFICATION ***(Refer to QA-REF-01: Root Causes Classification)***

People	Process	Equipment	Environment
a. Lack of knowledge ☐	a. Inadequate Procurement/ Purchasing ☐	a. Inadequate Engineering /Manufacturing ☐	a. Due to well condition ☐
b. Lack of Skill ☐	b. Inadequate Maintenance/ Repair ☐		b. Subcontractor/ client negligence ☐
c. Improper Motivation ☐	c. Inadequate Standards/ Procedures/Work Instructions ☐		
d. Abuse & Misuse ☐	d. Excessive Wear and Tear ☐		
e. Inadequate leadership & supervision ☐	e. Inadequate Communication ☐		
	f. Inadequate Logistics/ delivery ☑		

DIMENSION BID

(C)	SOLUTIONS/ WAY FORWARD AND TRAINING REQUIRED
1	**Correction (Short Term):** 1. Secure the CT Reel and cradle using Chain 2. Cut CT string, outer damaged part only.
2	**Corrective Action (Long Term) / Way Forward:** 1. Replace new String, backup string 2. To ensure weather condition is always permittable for lifting operation, forecast and actual weather condition.
3	**Training Required:** N/A

Prepared by	Verified by	Approved by
		
Name : Muhammad Hafiz	Name : Khairul Ridhwan	Name : Aliff Adenan
Position : Field Engineer	Position : FSM	Position : GM
Date: 11/3/2024	Date: 11/3/2024	Date: 11/3/2024

Note: Verified and Approved Signatories are according to DBSB-QA-09: Operation Problem Management. Refer to the table below:

SEVERITY	VERIFIED BY	APPROVED BY
HIGH	Operation Manager	Chief Operating Officer
MEDIUM	Field Service Manager	Operation Manager
LOW	Field Service Manager	Operation Manager

(D)	CLASSIFICATION OF MANAGEMENT SYSTEM CONTROL *Note: To be filled by Head of Dept. Refer to QA-REF-01: Root Causes Classification*			
	a. Commitment, Leadership & Accountability		e. Risk Management	
	b. Policies and Objectives		f. Business Processes	
	c. Organizations and Resources		g. Performance Monitoring and Improvement	
	d. Contractor and Supplier Management		h. Audit and Reviews	

Submit a scanned copy of this PIR &supporting documents in NeuPublic\8. Technical\1. Problem Management\1. Problem Report & Investigation.