

CUSTOMER SATISFACTION SURVEY

Client : PCSB Location (Platform) : ERB WEST (EWDP-A)
 Service(s) : ELINE RAPTOR CONTACT LOGGING Date & Time : 14/4/2023
 Well : EWA127 Package : UNIT 2
 Personnel on Board

Field Engineers : MUHD ARIFIN / ARZIZI SYAFFIQ
 Crew Chiefs : ARSAD LADOLO / ABD HALIM
 Field Operators : AZWAN ROJI / M FARHAN
 Weatherford Field Engineers : KONG CHIN ZHENG / M HELMI
 Weatherford Field Engineers : GERALD DINO / LANCE IVOR

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>5</u>	
Operation Efficiency	<u>5</u>	
Quality of Job Execution	<u>5</u>	
Personnel		
Professionalism of Personnel	<u>5</u>	
Performance & Efficiency	<u>5</u>	
Communication	<u>5</u>	
Technical Knowledge	<u>5</u>	
Time Keeping (Punctuality)	<u>5</u>	
Equipment		
Equipment & Tool Compatibility	<u>5</u>	
Inventories System	<u>5</u>	
Technical Support		
Response / Feedback from Town Field	<u>5</u>	
Technical Advice	<u>5</u>	
Delivery of Spares and Back-ups	<u>5</u>	
Reporting		
Daily Report	<u>5</u>	
QA/QC Data	<u>5</u>	
Overall Service Performance		
Does The Service Objective(s) Met?	<u>Y</u>	
Areas of Improvement (if any) ; _____		

Assessed by
 Client Representative
 Name : Kapualhuddin Bin Mohd Ali
 Date : 14/4/2023
 Signature : [Signature]

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : M. ARIFIN
 Date : 14/4/23
 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 : _____
 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