



CUSTOMER SATISFACTION SURVEY

Client : PCSB
 Service(s) : Slickline Perforation
 Well : B02
 Location (Platform) : Bekok B
 Date & Time : 31 March 2021
 Package : EMITE
 Personnel on Board
 Field Engineer/Supervisor/Wireline Operator : Arifin Sabri / Azwan Shahmee
 Crew/Wireline Assistants : Wan Saufi
 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) : Outstanding, performance from a junior. very clear explanation on operational suggestions - (planning / execution / reporting)

Assessed by
 Client Representative
 Name :
 Date :
 Signature :

Mohd Azhar bin Ngah
 Wells Services Supervisor
 Peninsular Surveillance
 Peninsular Malaysia Assets

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : AZWAN
 Date : 31/3/21
 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 : Baby Cinteami
 Date :
 Signature : 11/4/21

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

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 Others (Please specify) : _____
 : _____

Description	Rating*	Remarks/Comment
Safety		
Personnel Protective Equipment (PPE)	4	
Safety Awareness	3	
Housekeeping	4	
Service Quality		
Job Planning & Preparation	5	
Operation Efficiency	4	
Quality of Job Execution	4	
Personnel		
Professionalism of Personnel	4	
Performance & Efficiency	4	
Communication	3	
Technical Knowledge	5	
Time Keeping (Punctuality)	4	
Equipment		
Equipment & Tool Compatibility	4	
Inventories System	5	
Technical Support		
Response / Feedback from Town Field	4	
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?	4	
	5	
Areas of Improvement (if any)		
: _____		

Assessed by
 Client Representative : **Norazman bin Narudin**
 Name : **Wells Services Supervisor**
 Date : **Peninsular Surveillance**
 Signature : **Peninsular Malaysia Assets**

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : **Azwan**
 Date : **7/4/2021**
 Signature : _____

(This section below to fill up by Management)

Comment / Action Taken / Follow Up : **JOB DONE SUCCESSFULLY AND IN SAFE MANNER. ALTHOUGH PROBLEM T/SHOOTING IN GOOD WAY ADD STILL MANAGED TO COMPLETE JOB IN TIME FRAME.**
CSS Running Number : _____

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

Reviewed & Approved by
 DB Field Service Manager : **Baby Cantami**
 Name : _____
 Date : **EIC**
 Signature : _____
11/4/21

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