






DIMENSION BID
WELL INTERVENTION | PERFORATION SERVICES

SERVICE PERFORMANCE VALIDATION PROCEDURE DBSB-CHS-07

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AMENDMENT RECORDS

This sheet will record all amendment of this procedure. All particulars of the amendments shall be stated clearly. The ISO Coordinator of Dimension Bid (M) Sdn. Bhd. (DBSB) shall be responsible for the maintenance and update of this record sheet.

CLASSIFICATION	DATE	REVISION PART	REASON/PURPOSE OF REVISION
Original Issue	1/8/2012	Establishment of Procedure	Nil
Revision 1	01/09/2013	<ul style="list-style-type: none"> Cover Document layout/ content Format 	<ul style="list-style-type: none"> Revise as per current organizational structure As per current documentation format
	01/06/2014	<ul style="list-style-type: none"> Cover 	<ul style="list-style-type: none"> Revise as per current organizational structure
	02/01/2015	<ul style="list-style-type: none"> Cover Contents 	<ul style="list-style-type: none"> Revise as per current organizational structure
Revision 2	01/07/2017	1. Para 5.0 : New revision and additional reference 2. Para 7.0 : Quality Records - Retention period to 5 years	<ul style="list-style-type: none"> Compliance to API Spec Q2
	24/01/2019	<ul style="list-style-type: none"> Cover Contents 	<ul style="list-style-type: none"> Revise as per current organizational structure Revise as per current documentation format

1.0 FLOW CHART

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2.0 OBJECTIVES

- 2.1 To establish a complete guideline for all field operations to ensure all CHS personnel knows the standard documentation that are needed to be prepared upon during service execution.
- 2.2 To ensure that all documents provided meet Client's requirements in terms of invoicing purposes.
- 2.3 To make sure communication between field operation team and base support team is well established via standard paperwork and documentation practice.

3.0 SCOPE

This procedure is to provide a guideline for Field Engineer(s) and crews to prepare the service performance validation from the field.

4.0 ABBREVIATION /DEFINITION

- 4.1 DB - Dimension Bid (M) Sdn Bhd
- 4.2 CHS - Cased Hole Service Department
- 4.3 FE - Field Engineer
- 4.4 CHSC - CHS Coordinator
- 4.5 CHSF – CHS Foreman
- 4.6 TA - Technical Assistant
- 4.7 TE - Technical Engineer
- 4.8 CSR - Client Site Representative
- 4.9 AM - Account Manager
- 4.10 RIH - Run In Hole
- 4.11 CC - Crew Chief
- 4.12 LTI - Loss Time Injury
- 4.13 SQE - Service Quality Operation
- 4.14 SSK – Senior Store Keeper

5.0 REFERENCE

5.1 Quality Manual

5.2 ISO 9001:2015, Para 8.5.1 : Control of Production and Service Provision

5.3 API Spec Q2, Para 5.9 : Service Performance Validation

6.0 PROCEDURE

6.1 Routine Documentations

6.1.1 Daily Operation Report (DOR)

a. Document Main Objectives:

- i. To highlight daily field operation activities, regardless of operational or standby mode.
- ii. To ensure continuous communication established between field operation and base operation group.
- iii. To keep base operation group especially FSM updated on service information by field operation group.

b. Responsibility

- i. Field Team Leader is responsible for producing DOR in a timely manner.
- ii. Field Team Leader may delegate the responsibility to his trainee to prepare the DOR but the accountability of the report ultimately rests on the team leader.
- iii. Field Team Leader could be FE or crew chief (the highest ranked personnel in the team)
- iv. DOR must be submitted to FSM and CHSF by any transmission means available before 0800 hrs daily.
- v. In the case of electronic transmission facility at field out of service, Administrator must call Field (Platform Radio Operator) to get operation updates and to relay the updates to FSM for further action.
- vi. Team Leader to get Company man or CSR signature to validate every DOR.

vii. Report User: FSM and CHSF.

c. Document Reference.

- i. Refer to **Daily Operation Report**.
- ii. DOR must consist of a daily reference number with correct reporting date and time range.
- iii. The report must be timely accurate with simple technical reporting English language used.

6.1.2 Offshore Activity Summary (OAS)

a. Document Main Objectives

- i. To summarize daily field operation activity throughout the month.
- ii. A compulsory supporting document in invoicing purpose.

b. Responsibility

- i. Field Team Leader is responsible for producing OAS in a timely manner. Field Team Leader could be FE or crew chief (the highest ranked personnel in the team).
- ii. Field Team Leader may delegate the responsibility to his trainee to prepare the OAS but the responsibility on the report still belongs to the team leader.
- iii. OAS must be submitted to FSM and Administrator by any transmission means available before the end of each month (29th of every month).
- iv. Team Leader to get Company man or CSR signature to validate every OAS.
- v. **Report User: FSM and Administrator**

- c. **Document Reference.**
 - i. Refer to **Offshore Activity Summary**.
 - ii. OAS must not conflict DOR.

6.1.3 **Personnel and Equipment Utilization (PEU)**

a. **Document Main Objectives**

- i. To summarize daily personnel and equipment utilization and movement tracking.
- ii. PEU is a compulsory supporting document for invoicing purposes especially 'Call-out terms' of personnel and equipment are involved.
- iii. Administrator prepares offshore allowance claim for field crew using PEU.

b. **Responsibility**

- i. Field Team Leader is responsible for updating PEU in a timely manner. Field Team Leader could be FE or crew chief (the highest ranked personnel in the team).
- ii. Field Team Leader may delegate the responsibility to his trainee to prepare the PEU but the accountability for the report belongs to the team leader.
- vi. PEU must be submitted to FSM and Administrator by any transmission means available before the end of each month (29th of every month).
- iii. Team Leader to get a Company man or CSR signature to validate every PEU.

iv. **Report User: FSM and Administrator.**

c. **Document Reference.**

- i. Refer to **Personnel and Equipment Utilization**
- ii. PEU must not conflict with DOR and OAS.

6.1.4 **Job Service Ticket (JST)**

a. Document Main Objectives

- i. To serve as a client's verified document on every job performed throughout the campaign according to the contract or agreed proposal prior mobilization.
- ii. Becomes a compulsory supporting document in invoicing when involving chargeable activities and services.
- iii. Finance Manager prepares the final Invoice and verifies FE job bonus claim using JST.

b. Responsibility

- i. Field Team Leader is responsible for producing JST after every job run. Field Team Leader could be FE or crew chief (the highest ranked personnel in the team).
- ii. Field Team Leader may delegate the responsibility to his trainee to prepare the JST but the accountability of the report belongs to the team leader.
- vii. JST must be submitted to FSM and Administrator by any transmission means available before the end of each month (29th of every month).
- iii. Team Leader to get a Company man or CSR signature to validate every JST.

iv. Report User: FSM and Administrator

c. Document Reference.

- i. Refer to **Job Service Ticket**.
- ii. JST must not conflict DOR and OAS.

6.1.5 Cable Utilization Record (CUR)

a. Document Main Objectives

- i. To summarize the total length of cable being discarded throughout the operation month.
- ii. The CUR will be utilized by the CHS Foreman to update his Cable files and records.

b. Responsibility

- i. Crew Chief or Field Operator, who discards the cable after a certain number of runs made, must update and inform the Team Leader (FE/CC) on the total length of cable discarded.
- ii. Field Team Leader of every crew is responsible for updating CUR in a timely manner. Field Team Leader could be FE or crew chief (the highest ranked personnel in the team).
- iii. Field Team Leader may delegate the responsibility to his trainee to prepare the CUR but the accountability of the report belongs to the team leader.
- viii. CUR must be submitted to FSM and Administrator by any transmission means available before the end of each month (29th of every month).
- iv. Administrator to relay the CUR to CHSF for his filing and further action.

v. Report User: Administrator and CHSF

c. Document Reference.

- i. Refer to **Cable Utilization Record**.
- ii. CUR must not conflict DOR and OAS.

6.1.6 Power Pack, Air Compressor and Generator Set Utilization Chart

a. Document Main Objectives

- i. To record and summarize Power Pack, Air Compressor and Generator set utilization duration in hours.
- ii. The equipment utilization chart will be used by mechanic to plan equipment PPM.

b. Responsibility

- i. Field Team Leader is responsible for updating utilization chart in a timely manner. Field Team Leader could be FE or crew chief (the highest ranked personnel in the team).
- ii. Field Team Leader may delegate the responsibility to his trainee to prepare the utilization chart but the accountability of the report belongs to the team leader.
- iii. Utilization Chart must be submitted to FSM and Administrator by any transmission means available before the end of each month (29th of every month).
- iv. Administrator to relay the Utilization Chart to Maintenance Team for his filing and further action.

v. Report User: Administrator and Maintenance Team

c. Document Reference.

- i. Refer to **Power Pack Utilization Chart, Air Compressor Utilization Chart, and Genset Utilization Chart**
- ii. Utilization Chart must not conflict with DOR.

6.1.7 Power Pack, Air Compressor and Generator Set Daily Checklist (DC)

a. Document Main Objectives

- i. To check and record maintenance daily checklist of Power Pack, Air Compressor and Generator Set daily checklist prejob.
- ii. The DC will be used as a reference by the mechanic to plan equipment PPM.

b. Responsibility

- i. Field Team Leader is responsible for updating DC in a timely manner. Field Team Leader could be FE or crew chief (the highest ranked on the team).
- ii. Field Team Leader may delegate the responsibility to his trainee to prepare the DC but the responsibility on the report still belongs to the team leader.
- iii. DC must be submitted to FSM and Administrator by any transmission means available before the end of each month (29th of every month).
- iv. Administrator to relay the DC to Maintenance Team for his filing and further action.

v. Report User: Administrator and Maintenance Team

c. Document Reference.

- i. Refer to:
 - **Daily Checklist for Power Pack, Generator & Air Compressor**
 - **Checklist for Logging Cabin**
 - **Checklist for Mast**
- ii. DC must not conflict DOR.

6.1.8 Customer Satisfaction Survey (CSS)**a. Document Main Objectives**

- i. To get client feedback on CHS operation performance for continuous improvement.

b. Responsibility

- i. Field Team Leader is responsible for getting the CSS form to be filled up by CSR/Company man. Get the copy of CSS for CHS record and let CSR keep the original copy if required. Field Team Leader could be FE or crew chief (the highest ranked personnel on the team).

- ii. The CSS form must be submitted to FSM and Administrator by any transmission means available before the end of each month (29th of every month).

- iii. Administrator to relay the CSS to SQE for his filing and further action.

iv. Report User: FSM, Administrator and TE**c. Document Reference.**

- i. Refer to **Customer Satisfaction Survey**.

6.1.9 Engineer Job Bonus Ticket (EJB)**a. Document Main Objectives**

- i. To calculate the Job Bonus Value of every job performed based on the contract price book or call-out price proposal that was agreed by the client.

b. Responsibility

- i. FE who in charge the job as assigned by FSM to prepare the EJB accordingly.

- ii. EJB must be submitted to FSM and Finance Department to prepare the draft invoice (PFI).
 - iii. FE to follow up and to get signed PFI or Tax Invoice from Finance as attachment for their job bonus ticket.
 - iv. FE responsible to get approval from FSM and OM on the EJB and submit to Finance Department.
 - v. **Report User: FSM and Finance Department**
- c. Document Reference.**
- i. Refer to **Engineer Job Bonus Ticket**
 - ii. EJB must not conflict DOR and JST.

6.1.10 Job Bonus Summary (JBS)

- a. Document Main Objectives**
- i. To summarize the total Job Bonus Value of the month per FE.
- b. Responsibility**
- i. FE who in charge the job as assigned by FSM to prepare the JBS accordingly.
 - ii. JBS must be submitted to FSM by any transmission means available before the end of each month (29th of every month).
 - iii. FSM to verify the JBS based on JST and EJB and then to forward to Finance Department
 - iv. **Report User: FSM and FE**
- c. Document Reference.**
- i. Refer to **JOB Bonus Summary.**
 - ii. JBS must conflict DOR, JST and EJB.

6.1.11 Stock Return Form (SRF)

a. Document Main Objectives

- i. To record any demobilized equipment and tools from offshore to the custodian at the base for reference.

b. Responsibility

- i. FEIC is assigned by FSM to prepare the SRF accordingly.
- ii. SRF must be submitted to FSM, CHSF and SSK by any transmission means available before the end of each month (29th of every month).
- iii. CHSF to verify the SRF then forward to the custodian representative for records.
- iv. **Report User: FSM, CHSF and SSK.**

c. Document Reference.

- i. Refer to **Stock Return Form**

6.2 Non-Routine Documentations.

6.2.1 Problem Report (PR)

a. Document Main Objectives

- i. To record and document all failures occurred during operation regardless of whether failure involves equipment or personnel.

b. Responsibility

- i. Field Team Leader of every crew is responsible for producing the PR at any failure encountered during operation. Field Team Leader could be FE or crew chief (the highest ranked personnel in the team).
- ii. Field Team Leader may delegate the responsibility to his trainee to prepare the PR but the accountability of the report belongs to the team leader.

- iii. Field Team Leader shall issue Problem Report for any problem occurred at base and offshore within **twenty four (24) hours** of the occurrence.
- iv. Team Leader to get a Company man or CSR signature to validate every PR for the failure that involves NPT or LTI.
- v. For the failure that not involves NPT or LTI, PR must be produced accordingly but no CSR signature required (just for the internal record).
- vi. TE will issue SQO running number (e.g. CHS-TML-10102011) in the PR and TA will compile into a file for corrective action. Field Team Leader will issue PIR to FSM in case the equipment problem of failure has been solved or repaired.
- vii. Record problem details in OP-FORM-01 Problem Report Form and email to problem.alert@neudimension.com
- viii. **Report User: FSM, CHS maintenance group, TE and Administrator**
- a. **Document Reference.**
 - i. Refer to **Problem Report.**
 - ii. Refer to **Problem Investigation Report.**

6.2.2 Hazard Hunt Form (HHF)

- a. **Document Main Objectives**
 - i. To record and document all observation and correction action taken on hazardous or unsafe condition, personnel unsafe behaviour, near miss incident and accident at work area.
 - ii. HHF also can be used to share 'Good Practices' or 'Safe behaviour' observed on the personnel while performing the job.

b. Responsibility

- i. Every field personnel must contribute to the HHF submission.
- ii. Field Team Leader must encourage the HHF contribution from the crew and the safety practice is continuously enforced throughout the operation.
- iii. On location, field personnel must write the HHF in location (Client's) system and to make a copy or rewrite the HHF in DB HHF form for company records.
- iv. **Report User: FSM, Administrator and DB Safety Department.**

c. Document Reference

- i. Refer to **Hazard Hunt Form.**

6.3 Service Performance Validation Compilations

- 6.3.1 All documentation described above must be compiled and submitted to Administrator in hard copy by FE in charge upon return from offshore.
- 6.3.2 The document must be compiled in sequence according to the document checklist, which also functions as a cover for document compilation package. Refer to **Engineer Reporting Checklist and Crew Chief Reporting Checklist**
- 6.3.3 FE also have to submit all documents and logs as stated in Data Compilation Checklist in a CD's softcopy for CHS Department for future reference, referring to **Data Compilation Checklist.**

7.0 QUALITY RECORDS

No.	Title of Records	Person In-Charge	Retention Period (Year)
1.	CHS-FORM-14: Daily Operation Report	CHS personnel	5
2.	CHS-FORM-15: Offshore Activity Summary		
3.	CHS-FORM-16: Personnel and Equipment Utilization		
4.	CHS-FORM-17: Job Service Ticket		
5.	CHS-FORM-18: Cable Utilization Record		
6.	CHS-FORM-19: Power Pack Utilization Chart		
7.	CHS-FORM-20: Genset Utilization Chart		
8.	CHS-FORM-21: Air Compressor Utilization Chart		
9.	OP-FORM-06: Customer Satisfaction Survey		
10.	CHS-FORM-24: Engineer Job Bonus Ticket		
11.	OP-FORM-01: Problem Report		
12.	OP-FORM-02: Problem Investigation Report		
13.	Hazard Hunt Form		
14.	CHS-FORM-27: Engineer Reporting Checklist		
15.	CHS-FORM-28: Crew Chief Reporting Checklist		
16.	CHS-FORM-29: Data Compilation Checklist		
17.	ST-FORM-06: Stock Return Form		