



CUSTOMER SATISFACTION SURVEY

Client : **PCSB** Location (Platform) : **DULANG DELTA**
 Service(s) : **ELINE CAMPAIGN** Date & Time : **2/5/2023**
 Well : **DUD19L / DUD04L** Package : **UNIT 2**
 Personnel on Board

Field Engineers : **Muhammad Arifin Sabri / Muhammad Ikram Muslim**
 Crew Chiefs : **Zubir Zakaria / Mohd Hairi Bahim**
 Field Operators : **M Hashizal / Wan Saifi Amri**
 Field Operators : **M Ashim Hamalee / M Razwan**

Description	Rating*	Remarks/Comment
Safety		
Personnel Protective Equipment (PPE)	5	
Safety Awareness	5	
Housekeeping	5	

Service Quality	Rating*	Remarks/Comment
Job Planning & Preparation	2	Pictures on multiple well related to fuel and power pack
Operation Efficiency	2	
Quality of Job Execution	2	

Personnel	Rating*	Remarks/Comment
Professionalism of Personnel	4	I need to check on tool inventory per-pm contact capability
Performance & Efficiency	5	
Communication	4	
Technical Knowledge	4	

Equipment	Rating*	Remarks/Comment
Equipment & Tool Compatibility	2	I need to improve on technical support and handling priority arrival of item
Inventories System	2	

Technical Support	Rating*	Remarks/Comment
Response / Feedback from Town Field	2	I need to improve on technical support and handling priority arrival of item
Technical Advice	2	
Delivery of Spares and Back-ups	2	

Reporting	Rating*	Remarks/Comment
Daily Report	3	Overall field personnel done a professional effort during an issue. Need to start looking on fuel performance due to production and saving issues.
QA/QC Data	3	
	3	

Overall Service Performance
 Does This Service Objectively Meet?
 Areas of Improvement (if any)

Assessed by
 Client Representative
 Name : **ASBOL MURRISIKAWAN**
 Date : **1/5/2023**
 Signature : **YSSA POSS**

Assesed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : **M ARIFIN**
 Date : **1/5/2023**
 Signature : *[Signature]*

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-NET/CSS-01 : CSS Rating Level & Description for evaluation