DIMENSION BID
WELL INTERVENTION | PERFORATION SERVICES

CUSTOMER SATISFACTION SURVEY

Client :	PCSB SKA - ROCOIL	Location (Platform) : D35DP-A
Service(s) :	GRCCL, & MPLT	Date : 16/11/23 - 8/12/23
Well :	119, 117, 108	Package : EMITE

Personnel on Board

Field Engineer/Supervisor/Wireline Operator :	M ARIFIN
Crew/Wireline Assistants :	
Others (Please specify) :	
:	

Description	Rating*	Remarks/Comment
Safety		
Personnel Protective Equipment (PPE)	4	
Safety Awareness	4	
Housekeeping	4	
Service Quality		
Job Planning & Preparation	4	
Operation Efficiency	4	
Quality of Job Execution	4	
Personnel		
Professionalism of Personnel	4	
Performance & Efficiency	4	
Communication	4	
Technical Knowledge	4	
Time Keeping (Punctuality)	4	
Equipment		
Equipment & Tool Compatibility	4	
Inventories System	4	
Technical Support		
Response / Feedback from Town Field	4	
Technical Advice	4	
Delivery of Spares and Back-ups	4	
Reporting		
Daily Report	4	
QA/QC Data	4	

Overall Service Performance
Does The Service Objective(s) Met? Yes
Areas of Improvement (if any) ; Good keep it up your good works.

Assessed by
Client Representative
Name : CHRIS BIT
Date : 8/12/23
Signature :

Agreed by
Dimension's Bid Field Engineer/Wireline Operator/Supervisor
Name : M ARIFIN
Date : 8/12/23
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**