






DIMENSION BID
WELL INTERVENTION | PERFORATION SERVICES

SERVICE NOTIFICATION PROCEDURE DBSB-CHS-02

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PREPARED BY	CHECKED BY	APPROVED BY
 ----- Mohd Zahir Manan Operation Manager	 ----- Sheikh Muzafar Shahrizan Mustafah Chief Operating Officer	 ----- Dato' Aziz Ayob President

1.0 FLOW CHART

-Nil-

2.0 OBJECTIVE

2.1 As a guideline for Sales and Marketing Department in DBHQ, and for FSM, OE, EIC, CHS Coordinator at base to recognize actionable service request from the client.

2.2 To ensure the continuity of information among OE and CHS Department once service notification has been received from clients; meeting client requirement and exceeding expectation without any delays or problems.

3.0 SCOPE

This specific procedure is to provide a guideline to CHS Department and Sales and Marketing Department of the general process and step procedure once receive a written of service notification from clients.

4.0 ABBREVIATION /DEFINITION

- 4.1 DBHQ -Dimension Bid Office, Kuala Lumpur (Head Quarters)
- 4.2 CHS - Cased Hole Service Department
- 4.3 FSM - Field Service Manager
- 4.4 EIC - Field Engineer-In-Charge
- 4.5 OE – Operation Engineer
- 4.6 CIS - Customer Instrument Services
- 4.7 FE - Field Engineer
- 4.8 LOI - Load Out Instruction
- 4.9 PO - Purchase Order
- 4.10 SO - Sales Order

5.0 REFERENCE

- 5.1 Quality Manual
- 5.2 ISO 9001:2015, Para 8.2 : Requirements for Products and Services
- 5.3 API Spec Q2, Para 5.7 : Execution of Service

6.0 PROCEDURE

6.1 Service Notification

- a. Client shall notify DBSB in writing to request for services to be carried out through email/fax/posted letter/hand-delivered letter to OE or FSM.
- b. OE and FSM will check and review the service scope (technical and commercial) and requirements.
- c. FSM will inform EIC and CHS Coordinator at base for initial notification.
- d. OE, FSM or EIC will identify and clarify the term of the contract either to put under Designated Contract or Call-Out Contract.
 - i. **Designated Contract** – FSM or EIC will identify the equipment and tool required as listed in the designated contract list.
 - ii. **Call-Out Contract** – FSM or EIC will identify the equipment and tool as notified by the client based on service requested. If the equipment or tool not listed in the Call-Out Contract (or declare as Customer Instrument Services – CIS), then FSM shall inform the client on this subject (CIS charge or price should be discussed and agreed first between client and Sales and Marketing team before proceed with planning and service execution).
- e. OE will inform client on service readiness, equipment availability and contract term to be applied. The team will request and get information of any related to service such as service program, well data, well history and other information from the client.
- f. FSM or EIC will identify suitable FE and crew member for that dedicated service.
- g. OE will issue cost estimation and submit by email to the client after reviewing by FSM.
- h. Once client agreed with the CE, OE need to share the CE to FSM & FE
- i. FE responsible to get cost estimation from OE

- j. OE will request PO or SO from client based on contract term agreed by both parties.
- k. Once agreed, the client will come out with Load-Out Instruction and send it to base either via email.
- l. FSM, EIC, FE and OE will be informed about LOI notice and further preparation, final check and acceptance test will be done before the mobilization date.

6.2 Task and Responsibility

- a. OE
 - i. Receive service notification from client and delegate to FSM
 - ii. Check and review the service scope (technical and commercial), requirement and client expectation. OE will also finalize the contract term that will be applied for this service, and discuss with the client if equipment or tool are not listed in the contract or any CIS job.
 - iii. OE will issue cost estimation and submit by email to the client
 - iv. OE will communicate and give feedback to client on service readiness, equipment availability and gather any related info such as work program, well data, well history etc. from the client.
 - v. OE to take note of any document received from the client and submitting documents to the client.
- b. FSM or EIC
 - i. Discuss with OE to review and feedback the service scope, requirement and finalize the contract term once service notification is received from the client.
 - ii. Identify qualified FE and crew for the job.
 - iii. To follow up PO or SO and LOI from the client.

c. CHS Administrator

- i. Execute FSM instruction on service notification from the client.
- ii. To coordinate and allocate FE and crew member for the service with advice from FSM or EIC.

7.0 QUALITY RECORDS

No.	Title of Records	Person-In-Charge	Retention Period (Year)
1.	Load Out Instruction	Logistics Teams	5