



**CUSTOMER SATISFACTION SURVEY**

Client	: PCSB SKA - ROCOIL	Location (Platform)	: D35DP-A
Service(s)	: GRCLL, & 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
<b>Safety</b>		
Personnel Protective Equipment (PPE)	4	
Safety Awareness	4	
Housekeeping	4	
<b>Service Quality</b>		
Job Planning & Preparation	4	
Operation Efficiency	4	
Quality of Job Execution	4	
<b>Personnel</b>		
Professionalism of Personnel	4	
Performance & Efficiency	4	
Communication	4	
Technical Knowledge	4	
Time Keeping (Punctuality)	4	
<b>Equipment</b>		
Equipment & Tool Compatibility	4	
Inventories System	4	
<b>Technical Support</b>		
Response / Feedback from Town Field	4	
Technical Advice	4	
Delivery of Spares and Back-ups	4	
<b>Reporting</b>		
Daily Report	4	
QA/QC Data	4	
<b>Overall Service Performance</b>		
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