



CUSTOMER SATISFACTION SURVEY

Client : PCSB SKA Location (Platform) : BEDPA
 Service(s) : CONTACT LOGGING - RAPTOR Date & Time : 29-Jun-22
 Well : BEA18ST1L Package : UNIT 3
 Personnel on Board
 Field Engineer/Supervisor/Wireline Operator : MUHD ARIFIN
 Crew/Wireline Assistants : JEZZIE BESAR
 Others (Please specify) : MOHD HASBULLAH
 : MOHD FAIZOL
 : MOHD HASHFIZOL

Description	Rating*	Remarks/Comment
Safety		
Personnel Protective Equipment (PPE)	4	
Safety Awareness	4	
Housekeeping	3	
Service Quality		
Job Planning & Preparation	4	
Operation Efficiency	4	
Quality of Job Execution	4	
Personnel		
Professionalism of Personnel	4	
Performance & Efficiency	4	
Communication	3	
Technical Knowledge	4	
Time Keeping (Punctuality)	4	
Equipment		
Equipment & Tool Compatibility	4	
Inventories System	3	
Technical Support		
Response / Feedback from Town Field	4	
Technical Advice	3	
Delivery of Spares and Back-ups	3	
Reporting		
Daily Report	3	
QA/QC Data	4	
Overall Service Performance		
Does The Service Objective(s) Met?	4	
Does The Service Objective(s) Met?	3	
Areas of Improvement (if any)		
; _____		

Assessed by
 Client Representative
 Name : ANG ICHWAN ZAIN
 Date : 29/6/2022
 Signature :

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : MUHD ARIFIN
 Date : 29/6/22
 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

CUSTOMER SATISFACTION SURVEY

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Service(s)	: CONTACT LOGGING - RAPTOR	Date & Time	: 29 Jun 22 19-JUL-22
Well	: BEA18ST1L	Package	: UNIT 3
Personnel on Board			
Field Engineer/Supervisor/Wireline Operator	: MUHD ARIFIN		
Crew/Wireline Assistants	: JEZZIE BESAR		
Others (Please specify)	: MOHD HASBULLAH		
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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	5	
Delivery of Spares and Back-ups	5	
Reporting		
Daily Report	4	
QA/QC Data	4	
Overall Service Performance	4 YES	
Does The Service Objective(s) Met?	4	
Areas of Improvement (if any)	; EXCELLENT JOB EXECUTION FOR ALL PARTIES, PROFESSIONAL & DEDICATED TOWARDS ACHIEVING THE OBJECTIVES.	

Assessed by
 Client Representative
 Name : ERNEST HOLT
 Date : 17 JUL 2022
 Signature : *[Signature]*

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : MUHD ARIFIN
 Date : 19-JUL-22
 Signature : *[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