



CUSTOMER SATISFACTION SURVEY

Client : PCSB SKA Location (Platform) : BYDPD
Service(s) : GRCC, SET PLUG, TBG PUNCH Date & Time : 6/11/2023
Well : B405L&405S Package : EMITE
Personnel on Board :
Field Engineers : M ARIFIN SABRI
Crew Chief :
Field Operators :

Description	Rating*	Remarks/Comment
Safety		
Personnel Protective Equipment (PPE)	5	very good in safety, safety talk and demonstrated good safety working culture.
Safety Awareness	5	
Housekeeping	5	
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	2	Kasum 3 hole tubing punch 0.715" not met as per program. Get stuck.
Inventories System	4	
Technical Support		
Response / Feedback from Town Field	2	Kasum stuck, slow response and wayforward from town.
Technical Advice	3	
Delivery of Spares and Back-ups	4	
Reporting		
Daily Report	5	
QA/QC Data	4	
Overall Service Performance	4	
Does The Service Objective(s) Met?	4	2nd punch with explosive met target and completed.

Areas of Improvement (if any)

Assessed by
Client Representative : Hock Ten Dorian
Name : Wells Services Supervisor
Date : 6/11/23
Signature : Petronas Daigali Sdn Bhd Sarawak Asset

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