

CUSTOMER SATISFACTION SURVEY

Client : PCSB SBA Location (Platform) : TEMBUNGO B
 Service(s) : GRCL, TUBING CUT, MIT Date & Time : 8/18/2023
 Well : B05ST1 Package : EMITE
 Personnel on Board
 Field Engineers : M ARIFIN SABRI
 Field Engineers : M ARZIZI SYAFFIQ
 Field Operators : _____

Description	Rating*	Remarks/Comment
Safety		
Personnel Protective Equipment (PPE)	<u>5</u>	
Safety Awareness	<u>5</u>	
Housekeeping	<u>5</u>	
Service Quality		
Job Planning & Preparation	<u>5</u>	
Operation Efficiency	<u>5</u>	
Quality of Job Execution	<u>5</u>	
Personnel		
Professionalism of Personnel	<u>5</u>	
Performance & Efficiency	<u>5</u>	
Communication	<u>5</u>	
Technical Knowledge	<u>5</u>	
Time Keeping (Punctuality)	<u>5</u>	
Equipment		
Equipment & Tool Compatibility	<u>5</u>	
Inventories System	<u>5</u>	
Technical Support		
Response / Feedback from Town Field	<u>5</u>	
Technical Advice	<u>5</u>	
Delivery of Spares and Back-ups	<u>5</u>	
Reporting		
Daily Report	<u>5</u>	
QA/QC Data	<u>5</u>	
Overall Service Performance		
Does The Service Objective(s) Met?	<u>5</u>	

Areas of Improvement (if any) : Keep up the good job

Assessed by
 Client Representative
 Name : JUSTINE ERIN
 Date : 18-8-2023
 Signature : _____

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : MUHD ARIFIN
 Date : 18-Aug-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