

CUSTOMER SATISFACTION SURVEY

Client	: PCSB SBA	Location (Platform)	: SMDP-B
Service(s)	: FISHING STROKER	Date & Time	: 30/11/2022
Well	: 64L, & 66L	Package	: ELINE UNIT 3
Personnel on Board			
Field Engineer/Supervisor/Wireline Operator	: MUHD ARIFIN		
Crew/Wireline Assistants	: MIKE WELLER		
Others (Please specify)	: JACOB JIMBAT		
	: FRED (ALTUS)		

Description	Rating*	Remarks/Comment
Safety		
Personnel Protective Equipment (PPE)	5	
Safety Awareness	5	
Housekeeping	5	
Service Quality		
Job Planning & Preparation	5	
Operation Efficiency	5	
Quality of Job Execution	5	
Personnel		
Professionalism of Personnel	5	
Performance & Efficiency	5	
Communication	5	
Technical Knowledge	5	
Time Keeping (Punctuality)	5	
Equipment		
Equipment & Tool Compatibility	5	
Inventories System	5	
Technical Support		
Response / Feedback from Town Field	5	
Technical Advice	5	
Delivery of Spares and Back-ups	5	
Reporting		
Daily Report	5	
QA/QC Data	5	
Overall Service Performance		
Does The Service Objective(s) Met?	5	
Areas of Improvement (if any)		
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Assessed by
 Client Representative
 Name : Muhammad Arifin
 Date : 28/11/22
 Signature : _____

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : MUHAMMAD ARIFIN SABRI BIN ZAIMUDDIN
 Date : 11/30/2022
 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