



CUSTOMER SATISFACTION SURVEY

Client : PCSB SKO Location (Platform) : Betty
 Service(s) : GRCCCL & Memory Raptor Date & Time : 3/6/2021
 Well : BE12STL Package : EMITE
 Personnel on Board
 Field Engineer/Supervisor/Wireline Operator : Arifin Sabri
 Crew/Wireline Assistants : _____
 Others (Please specify) : _____
 : _____

Description	Rating*	Remarks/Comment
Safety		
Personnel Protective Equipment (PPE)	3	Found out backpocket overall team.
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	4	
Delivery of Spares and Back-ups	5	
Reporting		
Daily Report	5	
QA/QC Data	4	
Overall Service Performance	4	
Does The Service Objective(s) Met?	4	
Areas of Improvement (if any)		

Assessed by
 Client Representative
 Name : ERNEST HOLT
 Date : 3/6/2021
 Signature : _____

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : ARIFIN
 Date : 3/6/2021
 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

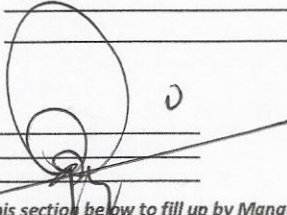
Note : Please refer to OP-REF/CSS-01 : CSS Rating Level & Description for evaluation

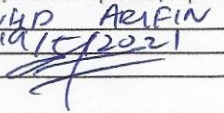
CUSTOMER SATISFACTION SURVEY

Client : PCSB SKO Location (Platform) : Betty
 Service(s) : GRCLL & Memory Raptor Date & Time : 19/5/2021
 Well : BE21STL Package : EMITE
 Personnel on Board
 Field Engineer/Supervisor/Wireline Operator : Arifin Sabri
 Crew/Wireline Assistants : Mike Weller
 Others (Please specify) :
 :

Description	Rating*	Remarks/Comment
Safety		
Personnel Protective Equipment (PPE)	4	
Safety Awareness	4	
Housekeeping	4	
Service Quality		
Job Planning & Preparation	3	Be more focus on crew change arrangement.
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	4	
Delivery of Spares and Back-ups	4	
Reporting		
Daily Report	4	
QA/QC Data	4	
Overall Service Performance		
Does The Service Objective(s) Met?	4	

Areas of Improvement (if any) : Be more focus on crew change arrangement to avoid NPT.

Assessed by
 Client Representative Name : GEORGE BUDI
 Date : 19/5/2021
 Signature : 

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor Name : Muhammad Arifin
 Date : 19/5/2021
 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