

**CUSTOMER SATISFACTION SURVEY**

Client : PCSB QEB Location (Platform) : BYDP-B  
 Service(s) : MPLT SURVEY Date : 26/9/24-7/10/24  
 Well : 215L Package : EMITE  
 Personnel on Board  
 Field Engineer/Supervisor/Wireline Operator : M ARIFIN  
 Crew/Wireline Assistants : \_\_\_\_\_  
 Others (Please specify) : \_\_\_\_\_  
 : \_\_\_\_\_

Description	Rating*	Remarks/Comment
<b>Safety</b>		
Personnel Protective Equipment (PPE)	5	
Safety Awareness	5	
Housekeeping	5	
<b>Service Quality</b>		
Job Planning & Preparation	5	
Operation Efficiency	5	
Quality of Job Execution	5	
<b>Personnel</b>		
Professionalism of Personnel	5	
Performance & Efficiency	5	
Communication	5	
Technical Knowledge	5	
Time Keeping (Punctuality)	5	
<b>Equipment</b>		
Equipment & Tool Compatibility	5	
Inventories System	5	
<b>Technical Support</b>		
Response / Feedback from Town Field	5	
Technical Advice	5	
Delivery of Spares and Back-ups	5	
<b>Reporting</b>		
Daily Report	5	
QA/QC Data	5	
<b>Overall Service Performance</b>	5	
<b>Does The Service Objective(s) Met?</b>	5	Meet the objective of MPLT safely with
<b>Areas of Improvement (if any)</b>		a good job planning and operation efficiency.

**Assessed by**  
 Client Representative  
 Name : SYAFIQ RAHIM  
 Date : 7/10/2024  
 Signature :

**Agreed by**  
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor  
 Name : M ARIFIN  
 Date : 7/10/2024  
 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