

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)	<u>5</u>	<i>very good in safety, safety talk and demonstrated good safety working culture.</i>
Safety Awareness	<u>5</u>	
Housekeeping	<u>5</u>	
Service Quality		
Job Planning & Preparation	<u>4</u>	
Operation Efficiency	<u>4</u>	
Quality of Job Execution	<u>4</u>	
Personnel		
Professionalism of Personnel	<u>4</u>	
Performance & Efficiency	<u>4</u>	
Communication	<u>4</u>	
Technical Knowledge	<u>4</u>	
Time Keeping (Punctuality)	<u>4</u>	
Equipment		
Equipment & Tool Compatibility	<u>2</u>	<i>Kasem 3 hole tubing punch 0.715" not met as per program. Get stuck.</i>
Inventories System	<u>4</u>	
Technical Support		
Response / Feedback from Town Field	<u>2</u>	<i>Kasem stuck, slow response and wayforward. from town.</i>
Technical Advice	<u>3</u>	
Delivery of Spares and Back-ups	<u>4</u>	
Reporting		
Daily Report	<u>5</u>	
QA/QC Data	<u>4</u>	
Overall Service Performance		
Does The Service Objective(s) Met?	<u>4</u>	<i>and punch with explosive met target and completed.</i>
	<u>4</u>	

Areas of Improvement (if any) : _____

Assessed by
 Client Representative : Hock Ten Dorian
 Name : Wells Services Supervisor
 Date : 6/11/23
 Signature : [Signature]
Petroleum Engineering Institute (PEI)
 Petronas Tenaga Sdn Bhd
 Sarawak

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