



CUSTOMER SATISFACTION SURVEY

Client	:	HIBISCUS	Location (Platform)	:	NORTH SABAH
Service(s)	:	SLICKLINE	Date & Time	:	25/04/23 - 09/05/23
Well	:	SJ 106A	Package	:	Seah 1
Personnel on Board					
Field Engineer/Supervisor/Wireline Operator		Mohd.Jaidun Hamit			
Crew/Wireline Assistants		Eldrian Juil & Lennon			
Others (Please specify)					
:					

	Description	Rating*	Remarks/Comment
<u>Safety</u>	Personnel Protective Equipment (PPE) Safety Awareness Housekeeping	5 5 5	
<u>Service Quality</u>	Job Planning & Preparation Operation Efficiency Quality of Job Execution	4 4 4	
<u>Personnel</u>	Professionalism of Personnel Performance & Efficiency Communication Technical Knowledge Time Keeping (Punctuality)	5 4 4 4 5	
<u>Equipment</u>	Equipment & Tool Compatibility Inventories System	3 3	
<u>Technical Support</u>	Response / Feedback from Town Field Technical Advice Delivery of Spares and Back-ups	4 4 3	
<u>Reporting</u>	Daily Report QA/QC Data	5 5	
<u>Overall Service Performance</u> Does The Service Objective(s) Met?		5 4	
<u>Areas of Improvement (if any)</u>		<i>crew perform very good job. keep it up</i>	

Assessed by

Client Representative
Name: Azly Yussof
Date: 8/5/2023
Signature:

Agreed by

Dimension's Bid Field Engineer/Wireline Operator/Supervisor
Name: Mohd.Jaidun Hamit
Date: 8/5/2023
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: _____



CUSTOMER SATISFACTION SURVEY

Client	:	HIBISCUS	Location (Platform)	:	NORTH SABAH
Service(s)	:	SLICKLINE	Date & Time	:	18/04/23 - 15/05/23
Well	:	SJ 106A & 105B	Package	:	Seah 1
Personnel on Board					
Field Engineer/Supervisor/Wireline Operator :		Mohd. Jaidun Hamit			
Crew/Wireline Assistants :		Eldrian & Lennon			
Others (Please specify) :					

	Description	Rating*	Remarks/Comment
<u>Safety</u>	Personnel Protective Equipment (PPE) Safety Awareness Housekeeping	5 4 5	
<u>Service Quality</u>	Job Planning & Preparation Operation Efficiency Quality of Job Execution	4 4 4	
<u>Personnel</u>	Professionalism of Personnel Performance & Efficiency Communication Technical Knowledge Time Keeping (Punctuality)	5 4 5 4 4	
<u>Equipment</u>	Equipment & Tool Compatibility Inventories System	4 4	
<u>Technical Support</u>	Response / Feedback from Town Field Technical Advice Delivery of Spares and Back-ups	4 4 4	
<u>Reporting</u>	Daily Report QA/QC Data	4 5	
<u>Overall Service Performance</u>	<u>Does The Service Objective(s) Met?</u>	4	
<u>Areas of Improvement (if any)</u>			

Assessed by

Client Representative
Name: Muhd Azizul hakim
Date: 15/05/2023
Signature:

Agreed by

Dimension's Bid Field Engineer/Wireline Operator/Supervisor
Name: Mohd.Jaidun Hamit
Date: 15/05/2023
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

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Doc.Ref.No : OP-FORM-06
Note : Please refer to OP-REF/CSS-01 : CSS Rating Level & Description for evaluation
Revision No. : 01

ASSESSMENT CHECKLIST

Unit: CAP 1.2 **PLAN FOR WELL SERVICES OPERATIONS**
 Element: CAP 1.2.1 Plan Operational Requirements

PC	Description of Performance Criteria	Description of Evidence	Source of evidence	Competence			Remarks
				OII	SD	QA	
a	Operation programs are prepared in accordance with objective plan.	Examine evidence on operation program (work action plan) against the Well Services objective programs. Check via questioning (oral/written) for under-pinning knowledge on the Well Services objective programs (include related procedures)					He can understand Objective program and can run in Well Team Better Tool longer.
b	Difficulties in carrying out the operations are clarified with the relevant personnel.	Check via questioning (oral/written) for candidate's understanding on the process to go about an unclear objective programs. (Third Party feedback will be helpful and supportive i.e. from immediate supervisors, OIM, WS)					→ Supporting document from client seen signed by supervisor.

Element: CAP 1.2.1 Plan Operational Requirements

PC	Description of Performance Criteria	Description of Evidence	Source of evidence			Competence	Remarks
			OI	SD	Q/A		
c	Permit to Work is obtained in accordance with organisational and statutory requirements.	Confirm via the evidence (e.g. PTW forms) submitted.				Competent	- He know how to fill up PTW form. - He PTW applicat.
d	Third party utilities are verified in accordance with operational and statutory requirements.	Check evidence on valid equipment passport.	✓			Competent	He prepared an equipment passport on ESD, Power, hydraulic
e	Required quantities and types of materials and equipment are sourced timely.	Check via questioning (oral/written) for candidate's understanding on the objective programs. Tools and materials required for a particular job.				Competent	He know how to fill up material requisition form, including checklist ad equipment checklist.
f	Errors, omissions, and shortages of equipment are identified and appropriate remedial action taken.	Check candidate's under-pinning knowledge and awareness via questioning (oral/written).	✓			Competent	

SITE OBSERVATION CHECKLISTUnit: CAP 1.2 **PLAN FOR WELL SERVICES OPERATIONS**Element: CAP 1.2.1 **Plan Operational Requirements**

PC	Description	Yes	No
a	Objective programs listed in the well access plan are available on site	✓	
f	Request made on programs that are not available on site (if any)		
b, f	Potential problems related to the operation are highlighted and clarified/discussed with the relevant parties. (evidence: hard copy if any)		
a, d	Operations are planned before hand (weekly plan/activities plan)	✓	
e, f	Materials required for the operations are available or have been requested. (evidence: hard copy if any)		
e, f	Equipment required for the operations are on site		
d, e	Surface equipment used has valid inspection/test dates	✓	
e	Lifting chain blocks, slings and shackles are inspected and with updated colour codes	✓	
e	Inventory listing available	✓	
c, d	A valid PTW is in place prior to start of operation	✓	