

**CUSTOMER SATISFACTION SURVEY**

Client : PCSB  
 Service(s) : Slickline Perforation  
 Well : B02  
 Personnel on Board  
 Field Engineer/Supervisor/Wireline Operator : Arifin Sabri / Azwan Shahmee  
 Crew/Wireline Assistants : Wan Saufi  
 Others (Please specify) :

Location (Platform) : Bekok B  
 Date & Time : 31 March 2021  
 Package : EMITE

|                                      | Description  | Rating*  | Remarks/Comment |
|--------------------------------------|--|--|-----------------|
| <b>Safety</b>                        | Personnel Protective Equipment (PPE)<br>Safety Awareness<br>Housekeeping   | 5<br>5<br>5  |                 |
| <b>Service Quality</b>               | Job Planning & Preparation<br>Operation Efficiency<br>Quality of Job Execution   | 5<br>5<br>5  |                 |
| <b>Personnel</b>                     | Professionalism of Personnel<br>Performance & Efficiency<br>Communication<br>Technical Knowledge<br>Time Keeping (Punctuality) | 5<br>5<br>5<br>5<br>5  |                 |
| <b>Equipment</b>                     | Equipment & Tool Compatibility<br>Inventories System   | 5<br>5   |                 |
| <b>Technical Support</b>             | Response / Feedback from Town Field<br>Technical Advice<br>Delivery of Spares and Back-ups                                     | 5<br>5<br>5  |                 |
| <b>Reporting</b>                     | Daily Report<br>QA/QC Data   | 5<br>5   |                 |
| <b>Overall Service Performance</b>   | Does The Service Objective(s) Met?   | 5  |                 |
| <b>Areas of Improvement (if any)</b> |  | Outstanding, performance from a junior. very clear explanation on operational suggestion -<br>(planning / execution / reporting) |                 |

**Assessed by**  
 Client Representative : Mohd Azhar bin Ngah  
 Name : Webs Services Supervisor  
 Date : Peninsular Surveillance  
 Signature : Peninsular Malaysia Assets

**Agreed by**  
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor  
 Name : AZWAN  
 Date : 31/3/21  
 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 : Baby Cintehi  
 Date : ELC  
 Signature : 11/4/21

**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

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 Crew/Wireline Assistants : Wan Saufi  
 Others (Please specify) :  
 :

Location (Platform) : Bekok B  
 Date & Time :  
 Package : EMITE

|   | Description  | Rating*               | Remarks/Comment |
|---|--|-----------------------|-----------------|
| <b>Safety</b>   | Personnel Protective Equipment (PPE)<br>Safety Awareness<br>Housekeeping   | 4<br>3<br>4           |                 |
| <b>Service Quality</b>  | Job Planning & Preparation<br>Operation Efficiency<br>Quality of Job Execution   | 5<br>4<br>4           |                 |
| <b>Personnel</b>  | Professionalism of Personnel<br>Performance & Efficiency<br>Communication<br>Technical Knowledge<br>Time Keeping (Punctuality) | 4<br>5<br>2<br>2<br>4 |                 |
| <b>Equipment</b>  | Equipment & Tool Compatibility<br>Inventories System   | 4<br>5                |                 |
| <b>Technical Support</b>  | Response / Feedback from Town Field<br>Technical Advice<br>Delivery of Spares and Back-ups                                     | 4<br>5<br>5           |                 |
| <b>Reporting</b>  | Daily Report<br>QA/QC Data   | 5<br>5                |                 |
| <b>Overall Service Performance</b><br><u>Does The Service Objective(s) Met?</u> |  | 4<br>5                |                 |
| <b>Areas of Improvement (If any)</b>  |  |                       |                 |

**Assessed by**

Client Representative : **Norazman bin Narudin**  
 Name : **Wells Services Supervisor**  
 Date : **Peninsular Surveillance**  
 Signature : **Peninsular Malaysia Assets**

**Agreed by**

Dimension's Bid Field Engineer/Wireline Operator/Supervisor  
 Name : **Azwan**  
 Date : **7/4/2021**  
 Signature : **[Signature]**

*(This section below to fill up by Management)*
**Comment / Action Taken / Follow Up**

JOB DONE SUCCESSFULLY AND IN SAFE MANNER. ~~NO PROBLEM~~  
 TSHOOTING IN GOOD WAY AND STILL MANAGED TO COMPLETE JOB  
 IN TIME FRAME.

**CSS Running Number :**
**Action By**

DB Technical Engineer :  
 Name :  
 Date :  
 Signature :

**Reviewed & Approved by**

DB Field Service Manager :  
 Name : **Baby Cantami**  
 Date : **ETC**  
 Signature : **[Signature]**  
**11/4/21**

**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