



CUSTOMER SATISFACTION SURVEY

Client : PCSB Location (Platform) : Bekok B
Service(s) : Slickline Perforation Date & Time : 31 March 2021
Well : B02 Package : EMITE
Personnel on Board
Field Engineer/Supervisor/Wireline Operator : Arifin Sabri / Azwan Shahmee
Crew/Wireline Assistants : Wan Saufi
Others (Please specify) :

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

Areas of Improvement (if any)

Outstanding performance from a junior. very clear explanation on operational suggestion - (planning / execution / reporting)

Assessed by

Client Representative

Name :
Date :
Signature :

Mohd Azhar bin Ngah
Wells Services Supervisor
Peninsular Surveillance
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 Cantani
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

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

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

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

CSS Running Number :

JOB DONE SUCCESSFULLY AND IN SAFE MANNER. ALTHOUGH PROBLEM T/SHOOTING IN GOOD WAY ADD STILL MANAGED TO COMPLETE JOB IN TIME FRAME.

Action By

DB Technical Engineer :

Name: _____

Date: _____

Signature: _____

Reviewed & Approved by

DB Field Service Manager :

Name: **EIC Baby Cantami**

Date: **11/4/21**

Signature: **[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