

## 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