

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
Safety	Personnel Protective Equipment (PPE) Safety Awareness Housekeeping	5 5 5	
Service Quality	Job Planning & Preparation Operation Efficiency Quality of Job Execution	5 5 5	
Personnel	Professionalism of Personnel Performance & Efficiency Communication Technical Knowledge Time Keeping (Punctuality)	5 5 5 5 5	
Equipment	Equipment & Tool Compatibility Inventories System	5 5	
Technical Support	Response / Feedback from Town Field Technical Advice Delivery of Spares and Back-ups	5 5 5	
Reporting	Daily Report QA/QC Data	5 5	
Overall Service Performance Does The Service Objective(s) Met?		5 5	Meet the objective of MPLT safely with a good job planning and operation efficiency.
Areas of Improvement (if any)			

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

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