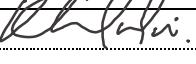


CUSTOMER SATISFACTION SURVEY

Client : PCSB Location (Platform) : ERB WEST (EWDP-A)
 Service(s) : ELINE RAPTOR CONTACT LOGGING Date & Time : 14/4/2023
 Well : EWA127 Package : UNIT 2
 Personnel on Board
 Field Engineers : MUHD ARIFIN / ARZIZI SYAFFIQ
 Crew Chiefs : ARSAD LADOLO / ABD HALIM
 Field Operators : AZWAN ROJI / M FARHAN
 Weatherford Field Engineers : KONG CHIN ZHENG / M HELMI
 Weatherford Field Engineers : GERALD DINO / LANCE IVOR

| 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 | | |
| Does The Service Objective(s) Met? | 5 | |
| Areas of Improvement (if any) | | |
| (This section below to fill up by Management) | | |

Assessed by

Client Representative
 Name : Kamaruddin bin Moshd Ali
 Date : 14/4/2023
 Signature : 

Agreed by

Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : M. ARIFIN
 Date : 14/4/23
 Signature : 

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

Note : Please refer to OP-REF/CSS-01 : CSS Rating Level & Description for evaluation