

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) ;		

Assessed by
Client Representative
Name : Kapualuddin Bin Mohd Ali
Date : 14/4/2023
Signature : [Signature]

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

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