

Title	Service Quality Improvement Project (SQIP)					
Target Population	Field Engineers & Field Specialists					
This requirement is applicable to:	✓	JFE	✓	FST		EOT
	✓	FE1	✓	FS1		EO1
	✓	FE2	✓	FS2		EO2
			✓	FS3		EO3
					✓	GEO

Objective:

The objectives of this task are:

- To assess employee's ability in applying critical thinking and problem solving
- To develop employee's communication and organizational skills
- To evaluate employee's ability to collect and study data, and draw substantive conclusion
- To create an opportunity for the FE and FS to improve his presentation skills by practicing with a large and critical audience.

Tasks:

- The FE / FS is to prepare a proposal on Service Quality Improvement Project to Line Management. The objective of the project must focus on improving operational performance such as recommendations on equipment modification, leaner working environment, cost reduction initiatives for efficient operations etc.
- To obtain approval and support from respective mentor and FSM.
- Prepare a presentation slides and present the project to the Line Management and technical team (Operation Engineer). You will have 20 minutes for presentation and 30 minutes for question and answer session.


REQUIRED EVIDENCE:

- 1 Slide Presentation
- 2 CTS-FORM-84 CTS Improvement Project Abstract Template
- 3 CTS-FORM-85 SQIP/Breakout Project Evaluation Form
- 4 Attendance Form




MENTOR / ASSESSOR's Comments & Recommendation:

- Clear explanation and ease to understand
- Can use for reference to redress plug valve for CTS crew

Signature		Assessment Date	20/08/2024
Name	Yusef Yusef	Position	MS

FSM / OM Comments & Recommendation:

Able to explain and simplify maintenance process.

Signature		Assessment Date	20/08/24
Name	PSM	Position	PSM

SQIP/BREAKOUT PROJECT EVALUATION FORM

COILED TUBING SERVICES

PERSONNEL DETAILS

FULL NAME

POSITION

Zalari Ibrahim

G.E.O.

PROJECT NAME

Right Procedure Assembly plug Valve 3m Type.

PROJECT FOCUS LEVEL

DATE OF PROJECT APPROVAL

PROJECT OVERALL SCORE

DATE OF PROJECT PRESENTATION

20/8/2024

PROMOTION STEP

P.5

Rating (Please V where appropriate)

EVALUATION CRITERIA

STRONG			ADEQUATE			IMPROVEMENT NEEDED		
10	9	8	7	6	5	4	3	2

COMMENTS

PROJECT PRESENTATION

- Audibility & Speech
- Clarity & Organization
- Visual Presentation
- Hand-outs/Publication

		✓						
		✓						
		✓						
		✓						

The presentation is very satisfying and easy to understand.

PROJECT EVALUATION

- Project Objectives
- Project Implementation
- Costing Beneficial
- Project Impact on DB
- Project Impact on Client
- Continuous Monitoring and Improvement

		✓						
		✓						
		✓						
		✓						
		✓						
		✓						

- Satisfactory -

OTHERS

- Proposal
- Project Communication
- Risk Control
- Resources Management

		✓						
		✓						
		✓						
		✓						

- Satisfactory -

PROJECT EVALUATOR

Able to simplify maintenance process.

CANDIDATE'S SIGNATURE

INSTRUCTOR'S SIGNATURE

MANAGER'S SIGNATURE

DATE

[Signature]

[Signature]


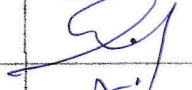













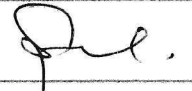
M. AIRUL RIDHWAN AZIZAN
SITE FIELD SERVICE MANAGER
Dimension Bid (M) Sdn Bhd.

20/8/2024

DIMENSION BID

ATTENDANCE FORM

TOPIC / SUBJECT: Right Procedure Assembly plug Valve Sml Type.
 DATE: 20/8/2024
 VENUE: OPEN YARD.

NO	NAME	POSITION	SIGNATURE
1	Zakaria Muhammad	KS	
2	Amirul Hafiz B. Mohd Zulkri	EO	
3	Mohd Syukri K. Awang	FS	
4	Mohamad Faiz Bashir	EO	
5	Amirul Aiman B. Mohd Zulkri	FS	
6	Mohd Razwan	FS	
7	Mohd Aul Mohamad	EO	
8	Mohd Firdaus B. Muhammad	EO	
9	Mohd Shahril Hassan	BC	
10	Nik Amir Iskandar	EOI	
11	Syamil	EOI	
12	Azma	MS	
13	Azham	GC	
14	Sulaiman	EO	
15	Hafiduddin	FST	
16	Yusuf	MS	
17	Zakaria	B TECH	