



CUSTOMER SATISFACTION SURVEY

Client : PCSB SBA Location (Platform) : TEMBUNGO B
Service(s) : GRCL, TUBING CUT, MIT Date & Time : 8/18/2023
Well : B05ST1 Package : EMITE
Personnel on Board
Field Engineers : M ARIFIN SABRI
Field Engineers : M ARIZI SYAFFIQ
Field Operators :

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	5	
Does The Service Objective(s) Met?	5	

Areas of Improvement (if any)

Keep up the good job

Assessed by

Client Representative

Name : JUSTINE EPIA
Date : 18-SEP-2023
Signature :

Agreed by

Dimension's Bid Field Engineer/Wireline Operator/Supervisor

Name : MUHD ARIFIN
Date : 18-Aug-23
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