

**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 :

<b>Description</b>	<b>Rating*</b>	<b>Remarks/Comment</b>
<b>Safety</b>		
Personnel Protective Equipment (PPE)	<u>5</u>	
Safety Awareness	<u>5</u>	
Housekeeping	<u>5</u>	
<b>Service Quality</b>		
Job Planning & Preparation	<u>5</u>	
Operation Efficiency	<u>5</u>	
Quality of Job Execution	<u>5</u>	
<b>Personnel</b>		
Professionalism of Personnel	<u>5</u>	
Performance & Efficiency	<u>5</u>	
Communication	<u>5</u>	
Technical Knowledge	<u>5</u>	
Time Keeping (Punctuality)	<u>5</u>	
<b>Equipment</b>		
Equipment & Tool Compatibility	<u>5</u>	
Inventories System	<u>5</u>	
<b>Technical Support</b>		
Response / Feedback from Town Field	<u>5</u>	
Technical Advice	<u>5</u>	
Delivery of Spares and Back-ups	<u>5</u>	
<b>Reporting</b>		
Daily Report	<u>5</u>	
QA/QC Data	<u>5</u>	
<b>Overall Service Performance</b>		
<b>Does The Service Objective(s) Met?</b>	<u>5</u>	
<b>Areas of Improvement (if any)</b>		
<i>Keep up the good job</i>		

**Assessed by**

Client Representative  
 Name : JIN SING EPOW  
 Date : 18-08-2023  
 Signature : [Signature]

**Agreed by**

Dimension's Bid Field Engineer/Wireline Operator/Supervisor  
 Name : MUHD ARIFIN  
 Date : 18-Aug-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