



**CUSTOMER SATISFACTION SURVEY**

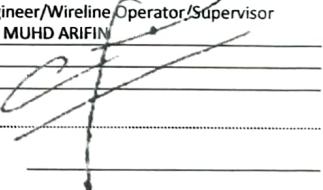
Client : PCSB SKA Location (Platform) : BYDPD  
 Service(s) : GRCCL, SET PLUG, TBG PUNCH Date & Time : 6/11/2023  
 Well : B405L&405S Package : EMITE  
 Personnel on Board

Field Engineers : MARIFIN SABRI  
 Crew Chief :  
 Field Operators :

<u>Description</u>	<u>Rating*</u>	<u>Remarks/Comment</u>
<u>Safety</u>		
Personnel Protective Equipment (PPE)	5	
Safety Awareness	5	very good in safety, safety talk and
Housekeeping	5	demolished safe & clean working culture.
<u>Service Quality</u>		
Job Planning & Preparation	4	
Operation Efficiency	4	
Quality of Job Execution	4	
<u>Personnel</u>		
Professionalism of Personnel	4	
Performance & Efficiency	4	
Communication	4	
Technical Knowledge	4	
Time Keeping (Punctuality)	4	
<u>Equipment</u>		
Equipment & Tool Compatibility	2	Kaseum 3 hole tubing punch 0,715" not work as per
Inventories System	4	program. Get stuck.
<u>Technical Support</u>		
Response / Feedback from Town Field	2.	Kaseum stuck, slow response and unresponsive. from
Technical Advice	3	tech.
Delivery of Spares and Back-ups	4	
<u>Reporting</u>		
Daily Report	5	
QA/QC Data	4	
<u>Overall Service Performance</u>		
<u>Does The Service Objective(s) Met?</u>	4	and punch with explosive. met target and completed.
<u>Areas of Improvement (if any)</u>		

Assessed by  
 Client Representative :  
 Name : Hock Ten Dorian  
 Date : Petroleum Engineering Bintulu (PEL)  
 Signature : Petronas Carigali Sdn Bhd  
 Sarawak / 33C

Wells Services Supervisor  
 Name :  
 Date : 06/11/2023  
 Signature : Petronas Carigali Sdn Bhd

Agreed by  
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor  
 Name : MUHD ARIFIN  
 Date :  
 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 :  
 Sarawak / 33C

Reviewed & Approved by  
 DB Field Service Manager :  
 Name :  
 Date :  
 Signature :  
 Sarawak / 33C

**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