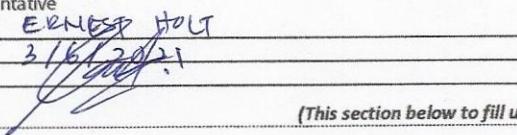


CUSTOMER SATISFACTION SURVEY

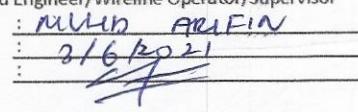
Client : PCSB SKO Location (Platform) : Betty
 Service(s) : GRCC & Memory Raptor Date & Time : 3/6/2021
 Well : BE12STL Package : EMITE
 Personnel on Board
 Field Engineer/Supervisor/Wireline Operator : Arifin Sabri
 Crew/Wireline Assistants :
 Others (Please specify) :
 :

	Description	Rating*	Remarks/Comment
<u>Safety</u>	Personnel Protective Equipment (PPE) Safety Awareness Housekeeping	3 4 4	Found out back pocket overall team.
<u>Service Quality</u>	Job Planning & Preparation Operation Efficiency Quality of Job Execution	4 4 4	
<u>Personnel</u>	Professionalism of Personnel Performance & Efficiency Communication Technical Knowledge Time Keeping (Punctuality)	4 4 4 4 4	
<u>Equipment</u>	Equipment & Tool Compatibility Inventories System	4 4	
<u>Technical Support</u>	Response / Feedback from Town Field Technical Advice Delivery of Spares and Back-ups	4 4 5	
<u>Reporting</u>	Daily Report QA/QC Data	5 4	
<u>Overall Service Performance</u> <u>Does The Service Objective(s) Met?</u>		4 4	
<u>Areas of Improvement (if any)</u>			

Assessed by

Client Representative
 Name : ERNEST HOLT
 Date : 3/6/2021
 Signature : 

Agreed by

Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : ARIFIN
 Date : 3/6/2021
 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

CUSTOMER SATISFACTION SURVEY

Client : PCSB SKO Location (Platform) : Betty
 Service(s) : GRCC & Memory Raptor Date & Time : 19/5/2021
 Well : BE21STL Package : EMITE
 Personnel on Board
 Field Engineer/Supervisor/Wireline Operator : Arifin Sabri
 Crew/Wireline Assistants : Mike Weller
 Others (Please specify) :
 :

	Description	Rating*	Remarks/Comment
<u>Safety</u>	Personnel Protective Equipment (PPE) Safety Awareness Housekeeping	4 4 4	
<u>Service Quality</u>	Job Planning & Preparation Operation Efficiency Quality of Job Execution	3 4 4	Be more focus on crew change arrangement.
<u>Personnel</u>	Professionalism of Personnel Performance & Efficiency Communication Technical Knowledge Time Keeping (Punctuality)	4 4 4 4 4	
<u>Equipment</u>	Equipment & Tool Compatibility Inventories System	4 4	
<u>Technical Support</u>	Response / Feedback from Town Field Technical Advice Delivery of Spares and Back-ups	4 4 4	
<u>Reporting</u>	Daily Report QA/QC Data	4 4	
<u>Overall Service Performance</u> Does The Service Objective(s) Met?		4 4	
<u>Areas of Improvement (if any)</u>			: Be more focus on crew change arrangement to avoid NPT.

Assessed by

Client Representative

 Name : GEORGE BUDJI
 Date : 19/5/2021
 Signature :

Agreed by

Dimension's Bid Field Engineer/Wireline Operator/Supervisor

 Name : MHD ARIFIN
 Date : 19/5/2021
 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

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