



CUSTOMER SATISFACTION SURVEY

Client : PCSB SKO Location (Platform) : Betty
 Service(s) : GRCCCL & 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
Safety		
Personnel Protective Equipment (PPE)	3	Found out backpocket overall team.
Safety Awareness	4	
Housekeeping	4	
Service Quality		
Job Planning & Preparation	4	
Operation Efficiency	4	
Quality of Job Execution	4	
Personnel		
Professionalism of Personnel	4	
Performance & Efficiency	4	
Communication	4	
Technical Knowledge	4	
Time Keeping (Punctuality)	4	
Equipment		
Equipment & Tool Compatibility	4	
Inventories System	4	
Technical Support		
Response / Feedback from Town Field	4	
Technical Advice	4	
Delivery of Spares and Back-ups	5	
Reporting		
Daily Report	5	
QA/QC Data	4	
Overall Service Performance	4	
Does The Service Objective(s) Met?	4	
Areas of Improvement (if any)		

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

Agreed by
 Dimension's Bid Field Engineer/Wireline Operator/Supervisor
 Name : MUHAMMAD 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) : GRCL & 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
Safety	Personnel Protective Equipment (PPE)	4	
	Safety Awareness	4	
	Housekeeping	4	
Service Quality	Job Planning & Preparation	3	Be more focus on crew change arrangement.
	Operation Efficiency	4	
	Quality of Job Execution	4	
Personnel	Professionalism of Personnel	4	
	Performance & Efficiency	4	
	Communication	4	
	Technical Knowledge	4	
	Time Keeping (Punctuality)	4	
Equipment	Equipment & Tool Compatibility	4	
	Inventories System	4	
Technical Support	Response / Feedback from Town Field	4	
	Technical Advice	4	
	Delivery of Spares and Back-ups	4	
Reporting	Daily Report	4	
	QA/QC Data	4	
Overall Service Performance		4	
Does The Service Objective(s) Met?		4	

Areas of Improvement (if any) : Be more focus on crew change arrangement to avoid NPT.

Assessed by

Client Representative

Name :

Date :

Signature :

 GEORGE BUDI
 19/5/2021

Agreed by

Dimension's Bid Field Engineer/Wireline Operator/Supervisor

Name :

Date :

Signature :

 ARIFIN
 19/5/2021

(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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