



Service Quality Incident Report

Event Date:	31/05/2013	Report Number:	20130602041904		
Days Since Event:	2	Closure Date:	Close		
Incident Type:	Logistics Failure	Client:	Origin Energy		
Created By:	Jon Hollingworth	Well:	Durham Ranch 191		
Business Unit:	Gyro Services	Rig:	1		
Operating Time:	05:00 hrs	Lost Time:	00:00		
Field Location:	FBFV - Roma - QLD	Severity:	Near 0 NPT		
Country:	Australia	Wellsite Rep:	Paul Masters		
Incident Location:	Wellsite	Client NCR:	N/A		
Field Ticket:	BOCF-00077	Client Reviewed:	Yes		
Reporter:	Jon Hollingworth	Client Reviewer:	Saleem Fatah		
Classification					
Potential:	Medium	Residual:	Undefined		
Summary:	Missed job opportunity due to insufficient personnel				
Details:	Origin called in a rigless job on the same day that Santos called in a Rig job. The operations manager thought that due to the timing of the two wells it would be possible to complete the two with the same personnel. The rig job called in 12 hrs early causing the cancellation of the rigless job for Origin. Origin were informed but not happy about the late notice of the cancellation.				
Well Data					
Well Name:	Durham Ranch 191	Rig Name:	Details:	Fluid:	Water
Depth:	1197 m	Devi:	°	BHTemp:	76°C
SHTemp:	23	Density:	8.9 ppg	WH Pres:	0 psi
BH Pres:	1718	Status:	Cased	H₂S:	0 ppm
CO₂:	0 ppm				
Incident 1					
Incident Summary:	Failed to deliver service to c				
Affected Service:	Gyro - Memory	Lost time:	00:00		
Time of incident:	07:45	Date:	31/05/2013		
Damage Category:	Measurement damage	Sub Category:			
Incident Severity:	Near 0 NPT	Combination:			
Investigation - Team					
Name:	Seniority	Position			
Katrina Hollingworth	24/04/2013	Huracan User			

Jon Hollingworth	02/06/2013	Huracan User
Incident-1 Investigation - Data Analysis 1		
Damage:	Measurement damage	
Incident:	Failed to deliver service to c	
IMMEDIATE CAUSE:	Substandard Acts/Practices	
IMMEDIATE SUB-CAUSE:	Operating at Improper Speed	
RootCause:	Job Factors	
SUB-RootCause:1		
Comments:	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed rutrum tempor molestie. Duis eget ipsum mauris. Nam hendrerit, augue ac interdum faucibus, est libero pretium nunc, quis viverra tortor ipsum id turpis	
Remedial Action Item: 1	Lorem ipsum dolor sit amet, co	
Remedial Action Item: 2	Lorem ipsum dolor sit amet, co	
Incident-1 Investigation - Data Analysis 2		
Damage:	Measurement damage	
Incident:	Failed to deliver service to c	
IMMEDIATE CAUSE:	Substandard Acts/Practices	
IMMEDIATE SUB-CAUSE:	Using Defective Equipment	
Comments:	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed rutrum tempor molestie. Duis eget ipsum mauris. Nam hendrerit, augue ac interdum faucibus, est libero pretium nunc, quis viverra tortor ipsum id turpis	
Remedial Action Item: 2	Lorem ipsum dolor sit amet, co	
Attachments		
Description	File Name	
Picture	1370149118_01381011.pdf	
Remedial Action Item 1		
Created On:	2013-05-31	Closure Target: 31-May-13
Created By:	Jon Hollingworth	Last Update: 2013-06-02 04:33:23
Responsibility:	Jon Hollingworth	Priority: Urgent < 12 hrs
Summary:	Inform client of inability to	
Action Item:	Saleem Fatah from Origin was called and informed that due to rig commitments the rigless job has to be postponed to a later date.	
Closure Summary:		
Reminder Date:	31-May-13	Closure Date:
Remedial Action Item 2		
Created On:	2013-06-02	Closure Target: 01-Aug-13

Created By:	Jon Hollingworth	Last Update:	2013-06-02 04:39:04
Responsibility:	Jon Hollingworth	Priority:	Low < 60 days
Summary:	Hire new personnel.		
Action Item:	Hire new personnel and train to perform gyro services.		
Closure Summary:			
Reminder Date:	01-Aug-13	Closure Date:	