

Type	Department	Scope	Issue Date	Document Ref #	TASK®		
Controlled	Quality Control	External	10-May-2019	TES04-FRM-CSR01v2.0			
Title	CRM Forms				Pages	Rev.	Rev. Date
Sub Title	Customer Satisfaction Review				1 of 1	2.0	03-Aug-2022

### Job Details

Customer	Occidental of Oman Inc.	Job # Reference	OM11185
Well Name	SF-711	Rig #	809
Well Location	Safah	Date of Survey	November 9, 2022

## Type of Service Performed: Gyroscopic Multishot Survey – High Angle

### Job Objective & Evaluation

To provide an accurate gyroscopic survey for the forementioned well with high operational efficiency.

HSE Related Issues	NO	YES	if Yes, please describe...
Service Quality Related Issues	NO	YES	if Yes, please describe...
Non-Productive time	NO	YES	if Yes, Number of NPT hours <input type="text"/> hrs.

### Performance Evaluation

Dear Customer, please help us serve you more efficiently by completing the below performance survey, given the difficulty of job. TASK-Target is very interested to understand its strengths and weakness and/or what important recommendations that you would give to improve TASK-Target service and customer satisfaction.

Ratings	Description
5	Superior performance (Establish new Quality/Performance standards)
4	Exceed Expectations (Provide more than what was required/expected)
3	Met Expectation (Did what was expected)
2	Below Expectations (Did not do what was expected - Recovery made)
1	Poor Performance (Job problems/failures occurred & No recovery made)

(Please circle / tick the appropriate quality rating)

Category	Customer Satisfaction Rating (Please Circle One Rating for Each Line)	Quality Rating
Personnel	TASK-Target Representative was competent and effective in operations?	5 4 3 2 1
Equipment	Was the Quality & Accuracy for our tools to your satisfaction?	5 4 3 2 1
Job Design	Overall services delivered timely and effectively?	5 4 3 2 1
Product / Material	TASK-Target Gyro tool reliability (Lost Time/Failures)	5 4 3 2 1
Health & Safety	Was all the HSE policies followed / HSE initiatives taken?	5 4 3 2 1
Timelines	Timely follow-up & On time delivery of the requested Services?	5 4 3 2 1
Customer Rating	Overall, Job satisfaction	5 4 3 2 1

### Remarks & Comments

Appreciable Actions / Services

Recommendations to Improve our Service Quality

Customer Representative

Ozren Paravic

Signature

November 9, 2012