

Type	Department	Scope	Issue Date	Document Ref #	TASK®
Controlled	Quality Control	External	10-May-2019	TES04-FRM-CSR01v2.0	
Title	CRM Forms			Pages	Rev.
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.

<i>HSE Related Issues</i>	NO	YES	<i>if Yes, please describe...</i>
	NO	YES	<i>if Yes, please describe...</i>
<i>Service Quality Related Issues</i>	NO	YES	
<i>Non-Productive time</i>	NO	YES	<i>if Yes, Number of NPT hours</i> 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



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