	CUSTOMER FEEDBACK FORM		Issue Status	Rev 2
			Issue Date	01 st Nov 2019
			Issued by	HSEQA
	Document No.	PS-QHSE-FRM-120	Authorised By	Director

Dear Sir / Madam,

We, at POSH Subsea Pte Ltd, are firmly committed to improving the quality of our services.

As part of our desire to exceed customer expectations in terms of service quality, efficiency and professionalism and to ensure continual excellence in fulfilling our mission, we hereby invite your feedback and suggestions, so that we may serve you better.

All information given will be treated in the strictest confidence, and you may return the form by mail or fax to the above contacts. We would like to thank you for your time and effort in completing this form.



Client Company Name: Sapura Energy, ONGC	Project Name: SSPRP-V	Vessel/Barge Name: DSV Posh PW Natuna
	Project Number: B.02.00001-2	Location: Mumbai High Field


S.No	CATEGORIES	SCORE (10 – Excellent; to 1 – Poor)	REMARKS
01	HEALTH, SAFETY AND ENVIRONMENT		
1.1	Safety awareness, commitment and reporting by the Offshore Crew	8	
1.2	Environmental awareness, commitment and reporting by the Offshore Crew	8	
02	QUALITY		
2.1	Format and Content of project specific document, Procedures, HIRA, Dive Plans, and Offshore Reports	8	
03	OFFSHORE OPERATIONS		
3.1	Performance of the Vessel/Barge and/or Equipment	8	
3.2	Performance of Offshore Leadership and supervision	8	
3.3	Competency of Offshore Team	8	
3.4	Inter-Departmental and Client Communication	7	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	8	
3.6	Housekeeping	8	
04	OVERALL WEIGHTED SCORE	7.1	

Performance Score

- | | |
|----|--|
| 1 | Poor (project requirement ignored). |
| 3 | Below Expectations (some but not all project requirements met) |
| 5 | Met Expectations (met the project requirements) |
| 7 | Above Expectations (exceeded the project requirements) |
| 10 | Excellent / Far Exceeded Expectations (benchmark in performance) |

Overall Score	Overall weighted score selected by Customer / 9 = Overall Score 7.8
Any other suggestions / comments to improve our services (if any): 1) Anti virus system to be installed in every system. 2) Gym equipments to be taken care properly.	

Client Representative		POSH Subsea OCM	
Name:	 9/13/2020 Safwan ONGC-CA (DNVGL)	Name:	John F...
Designation:		Designation:	OCU
Date:		Date:	09/10/2020
Signature:		Signature:	

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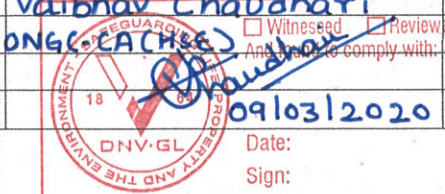
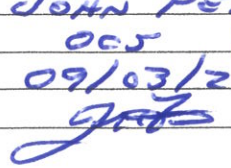
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	Project Number: B.02.00001-2	Location: Mumbai High Field


S.No	CATEGORIES	SCORE (10 – Excellent; to 1 – Poor)	REMARKS
01	HEALTH, SAFETY AND ENVIRONMENT		
1.1	Safety awareness, commitment and reporting by the Offshore Crew	08	
1.2	Environmental awareness, commitment and reporting by the Offshore Crew	08	
02	QUALITY		
2.1	Format and Content of project specific document, Procedures, HIRA, Dive Plans, and Offshore Reports	09	
03	OFFSHORE OPERATIONS		
3.1	Performance of the Vessel/Barge and/or Equipment	10	
3.2	Performance of Offshore Leadership and supervision	10	
3.3	Competency of Offshore Team	10	
3.4	Inter-Departmental and Client Communication	08	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	10	
3.6	Housekeeping	09	
04	OVERALL WEIGHTED SCORE	82	

Performance Score	
1	Poor (project requirement ignored).
3	Below Expectations (some but not all project requirements met)
5	Met Expectations (met the project requirements)
7	Above Expectations (exceeded the project requirements)
10	Excellent / Far Exceeded Expectations (benchmark in performance)

Overall Score	Overall weighted score selected by Customer / 9 = Overall Score 9.1
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Any other suggestions / comments to improve our services (if any):

Client Representative		POSH Subsea OCM	
Name:	Vaibhav Chaudhari	Name:	JOHN FERRIS
Designation:	ONGC (ACHSE)	Designation:	OCM
Date:	09/03/2020	Date:	09/03/2020
Signature:		Signature:	

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1.2	Environmental awareness, commitment and reporting by the Offshore Crew	8	
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3.2	Performance of Offshore Leadership and supervision	7	
3.3	Competency of Offshore Team	8	
3.4	Inter-Departmental and Client Communication	8	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	8	
3.6	Housekeeping	10	
04	OVERALL WEIGHTED SCORE	13	


Performance Score

1	Poor (project requirement ignored).
3	Below Expectations (some but not all project requirements met)
5	Met Expectations (met the project requirements)
7	Above Expectations (exceeded the project requirements)
10	Excellent / Far Exceeded Expectations (benchmark in performance)

Overall Score	Overall weighted score selected by Customer / 9 = Overall Score 8.1
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Any other suggestions / comments to improve our services (if any):

Client Representative		POSH Subsea OCM	
Name:	S. P. Singh	Name:	JOHN F. ...
Designation:	TP1	Designation:	OCF
Date:	09/03/2019	Date:	09/03/2019
Signature:		Signature:	

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3.1	Performance of the Vessel/Barge and/or Equipment	09	
3.2	Performance of Offshore Leadership and supervision	08	
3.3	Competency of Offshore Team	08	
3.4	Inter-Departmental and Client Communication	08	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	10	
3.6	Housekeeping	10	
04	OVERALL WEIGHTED SCORE	79	

Performance Score	
1	Poor (project requirement ignored).
3	Below Expectations (some but not all project requirements met)
5	Met Expectations (met the project requirements)
7	Above Expectations (exceeded the project requirements)
10	Excellent / Far Exceeded Expectations (benchmark in performance)

Overall Score	Overall weighted score selected by Customer / 9 = Overall Score 8.7
Any other suggestions / comments to improve our services (if any):	

Client Representative		POSH Subsea OCM	
Name:	PARAMESHWAR SINGH	Name:	Jann Fes
Designation:	DECK OFFICER	Designation:	OCJ
Date:	08/03/2020	Date:	09/03/2020
Signature:	P. Singh	Signature:	[Signature]