

CUSTOMER FEEDBACK FORM

Is	sue Status	Rev 2		
Is	sue Date	01st Nov 2019		
Is	sued by	HSEQA		
A	uthorised By	Director		

Document No.

PS-QHSE-FRM-120

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

Natuna

Project Number: **B.02.00001-2**

Location: Mumbai High Field

Vessel/Barge Name: DSV Posh PW

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	09	
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	10	
03	OFFSHORE OPERATIONS		
3.1	Performance of the Vessel/Barge and/or Equipment	09	
3.2	Performance of Offshore Leadership and supervision	10	
3.3	Competency of Offshore Team	10	
3.4	Inter-Departmental and Client Communication	10 ·	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	09	
3.6	Housekeeping	08.	
04	OVERALL WEIGHTED SCORE	83	

Desfermence	0
Performance	acore

Poor (project requirement ignored).

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)

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Overall weighted score selected by Customer / 9 = Overall Score

4.9

Any other suggestions / comments to improve our services (if any):

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