	CUSTOMER FEEDBACK FORM		Issue Status	Rev 2
			Issue Date	01 st Nov 2019
	Document No.	PS-QHSE-FRM-120	Issued by	HSEQA
			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: LTHE, ONGC	Project Name: HRP-III, LTHE Project	Vessel/Barge Name: DSV Posh PW Natuna
	Project Number: B.01.00003-1	Location: Mumbai High Heera 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	7	
1.2	Environmental awareness, commitment and reporting by the Offshore Crew	10	
02	QUALITY		
2.1	Format and Content of project specific document, Procedures, HIRA, Dive Plans, and Offshore Reports	7	
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	5	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	7	
3.6	Housekeeping	10	
04	OVERALL WEIGHTED SCORE	8.4	76


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

Client Representative		POSH Subsea OCM	
Name:	K.V. S.K Das	Name:	John Foster
Designation:	Field Engineer	Designation:	OCM
Date:	18/04/20	Date:	18/4/20
Signature:		Signature:	



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Client Company Name: LTHE, ONGC	Project Name: HRP-III, LTHE Project	Vessel/Barge Name: DSV Posh PW Natuna
	Project Number: B.01.00003-1	Location: Mumbai High Heera 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	6	
1.2	Environmental awareness, commitment and reporting by the Offshore Crew	9	
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	9	
3.2	Performance of Offshore Leadership and supervision	10	
3.3	Competency of Offshore Team	8	
3.4	Inter-Departmental and Client Communication	9	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	7	
3.6	Housekeeping	10	
04	OVERALL WEIGHTED SCORE	768	


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

Client Representative		POSH Subsea OCM	
Name:	<i>Karthik Mohan</i>	Name:	<i>JOHN FELIX</i>
Designation:	<i>OC</i>	Designation:	<i>OC5</i>
Date:	<i>18/4/2020</i>	Date:	<i>18/4/20</i>
Signature:	<i>[Signature]</i>	Signature:	<i>[Signature]</i>



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Client Company Name: LTHE, ONGC	Project Name: HRP-III, LTHE Project	Vessel/Barge Name: DSV Posh PW Natuna
	Project Number: B.01.00003-1	Location: Mumbai High Heera 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	7	
1.2	Environmental awareness, commitment and reporting by the Offshore Crew	7	
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	10	
3.2	Performance of Offshore Leadership and supervision	10	
3.3	Competency of Offshore Team	10	
3.4	Inter-Departmental and Client Communication	7	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	10	
3.6	Housekeeping	10	
04	OVERALL WEIGHTED SCORE	9.0	81

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

Client Representative		POSH Subsea OCM	
Name:	Harpreet Singh	Name:	John Foster
Designation:	HSE	Designation:	OCM
Date:	18/4/20	Date:	18/4/20
Signature:		Signature:	

