

PT. INSPEKTINDO SINERGI PERSADA

SERVICES TIME SHEET



PT. INSPEKTINDO SINERGI PERSADA

Personnel In Attendance:	Doharmin & Daniel	Customer:	PT SBI - Narogong Plant
Period:		Contract/ PO Non:	
Day Rate:		Rig / Well:	
Per Diem Rate :		Date :	Apr - 2021
		Our Ref:	

No	Day & Date	Rig / Loc*	Time*	ACTIVITY	BILLING	
					Day	Mob/ Demob (USD)
1	28-Apr-21		08.00-17.00	Lifting Equipment Inspection	1	
2	29-Apr-21		08.00-17.00	Lifting Equipment Inspection	1	
3	30-Apr-21		08.00-17.00	Lifting Equipment Inspection	1	
4	1-May-21		08.00-17.00	Standby	1	
5	2-May-21		08.00-17.00	Standby	1	
6	3-May-21		08.00-17.00	Lifting Equipment Inspection	1	
7	4-May-21		08.00-17.00	Demobilization from Narogong to Cikarang	1	
TOTAL (Days)					7	
TOTAL (USD)						
GRAND TOTAL						

* If Applicable

Consumable Material Usage		Quantity	Remark
No	Date & Day		

<p>Doharmin Personnel In Attendance</p>	<p>Guproni Ari Fin The Company Representative</p>
Contractor Representative	Rig Representative

PT. INSPEKTINDO SINERGI PERSADA

SERVICES TIME SHEET




Personnel In Attendance: A. Wahid & Xonas Date: _____
 Period: _____ Our Ref: _____
 Day Rate: _____
 Per Diem Rate: _____


Customer: PT SBI - Nragogy Plant
 Contract/ PO Non: _____
 Rig / Well: _____

No	Day & Date	Rig / Loc*	Time*	ACTIVITY	BILLING		
					Day	Mob/ Demob (USD)	Per diem (Day)
28	April 2021		07.00-16.00	1			
29	April 2021		07.00-16.00	1			
30	April 2021		07.00-16.00	1			
01	MEI 2021		07.00-16.00	1			
02	MEI 2021		07.00-16.00	1			
03	MEI 2021		07.00-16.00	1			
04	MEI 2021		07.00-16.00	1			
				TOTAL (Days)			
				TOTAL (USD)			
				GRAND TOTAL			

* If Applicable

Consumable Material Usage		
No	Date & Day	Material Usage


 Subroni Arifin
 The Company Representative


 Abdul Wahid
 Personnel In Attendance

Contractor Representative _____
 Rig Representative _____

CUSTOMER SATISFACTION SURVEY

Customer's Name: PT SOLUSI BANGUN INDONESIA



Dear valued Customer(s),

Thank you very much for your trust in our service. In order to improve our service in meeting your requirements further, please provide the appropriate answer to the available column. Once it is completed, kindly send back this survey form to us through fax no (0778) 321 388 or by email to sales@inspektindo.com

Thank you
PT. INSPEKTINDO SINERGI PERSADA

INSTRUCTIONS FOR QUESTION 1 – 4: Please put your answer in the available column by crossing the appropriate number with the scale 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied.

INSTRUCTIONS FOR QUESTION 5: Please put your answer in the available space by crossing the appropriate number with the scale 1 = becoming much less important, 2 = becoming less important, 3 = staying about the same, 4 = becoming more important, 5 = becoming much more important.

1	How satisfied are you with the quality of work and safety performance that you receive from PT Inspektindo Sinergi Persada?	1	2	3	<input checked="" type="checkbox"/>	5
2	How satisfied are you with the lead time to complete the order from PT Inspektindo Sinergi Persada?	1	2	3	<input checked="" type="checkbox"/>	5
3	How satisfied are you with the response and service received from PT Inspektindo Sinergi Persada?	1	2	3	<input checked="" type="checkbox"/>	5
4	How satisfied are you with PT Inspektindo Sinergi Persada products or/and service in overall?	1	2	3	<input checked="" type="checkbox"/>	5
5	Are PT Inspektindo Sinergi Persada product and service services becoming more or less important to your business?	1	2	3	<input checked="" type="checkbox"/>	5

6. Please rate our representative personnel in handling your request on the following dimensions:

Answering your calls quickly	<input checked="" type="radio"/> Excellent	Good	Average	Poor	Very Poor
Getting right person to help you	Excellent	<input checked="" type="radio"/> Good	Average	Poor	Very Poor
Professionalism and courtesy	Excellent	<input checked="" type="radio"/> Good	Average	Poor	Very Poor
Resolving your issue(s)	Excellent	<input checked="" type="radio"/> Good	Average	Poor	Very Poor
Escalating issues when required	Excellent	<input checked="" type="radio"/> Good	Average	Poor	Very Poor

7. For business relationship, which of the reasons below had the most impact on your decision to do business with PT Inspektindo Sinergi Persada? (Select all that apply).

Cost	Quality	Range of product or service	Functionality	Reputation
1	2	3	<input checked="" type="checkbox"/> 4	5

INSTRUCTIONS FOR QUESTION 8: Please put your answer in the available space by crossing the appropriate number with the scale 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied.



CUSTOMER SATISFACTION SURVEY

Customer's Name: PT SOLUSI BANGUN INDONESIA



8. How satisfied are you with PT Inspektindo Sinergi Persada in each of the following areas:

Ease of doing business	1	2	3	4	5
Invoicing	1	2	3	4	5
Flexibility of contract terms	1	2	3	4	5
Flexibility of pricing models	1	2	3	4	5
Strategic partnering	1	2	3	4	5

COMMENTS

What are the most important things that PT Inspektindo Sinergi Persada could do to improve the quality of the relationship that they have with you and your business associates?

- Merapikan kembali tools yang sudah diinspeksi
di area

Survey Date: 11/05/21 Sign & Name (Customer's Repr):

TOLUT KHAIRUDDIN

Thank you for your participation in our improvement



CUSTOMER SATISFACTION SURVEY

Customer's Name: PT. SBI - Narogong Plain



Dear valued Customer(s),

Thank you very much for your trust in our service. In order to improve our service in meeting your requirements further, please provide the appropriate answer to the available column. Once it is completed, kindly send back this survey form to us through fax no (0778) 321 388 or by email to sales@inspektindo.com

Thank you
PT. INSPEKTINDO SINERGI PERSADA

INSTRUCTIONS FOR QUESTION 1 – 4: Please put your answer in the available column by crossing the appropriate number with the scale 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied.

INSTRUCTIONS FOR QUESTION 5: Please put your answer in the available space by crossing the appropriate number with the scale 1 = becoming much less important, 2 = becoming less important, 3 = staying about the same, 4 = becoming more important, 5 = becoming much more important.

1	How satisfied are you with the quality of work and safety performance that you receive from PT Inspektindo Sinergi Persada?	1	2	3	4	5
2	How satisfied are you with the lead time to complete the order from PT Inspektindo Sinergi Persada?	1	2	3	4	5
3	How satisfied are you with the response and service received from PT Inspektindo Sinergi Persada?	1	2	3	4	5
4	How satisfied are you with PT Inspektindo Sinergi Persada products or/and service in overall?	1	2	3	4	5
5	Are PT Inspektindo Sinergi Persada product and service services becoming more or less important to your business?	1	2	3	4	5

6. Please rate our representative personnel in handling your request on the following dimensions:

Answering your calls quickly	Excellent	Good	Average	Poor	Very Poor
Getting right person to help you	Excellent	Good	Average	Poor	Very Poor
Professionalism and courtesy	Excellent	Good	Average	Poor	Very Poor
Resolving your issue(s)	Excellent	Good	Average	Poor	Very Poor
Escalating issues when required	Excellent	Good	Average	Poor	Very Poor

7. For business relationship, which of the reasons below had the most impact on your decision to do business with PT Inspektindo Sinergi Persada? (Select all that apply).

Cost	Quality	Range of product or service	Functionality	Reputation
1	2	3	4	5

INSTRUCTIONS FOR QUESTION 8: Please put your answer in the available space by crossing the appropriate number with the scale 1 = very dissatisfied, 2 = dissatisfied, 3 = neutral, 4 = satisfied, 5 = very satisfied.



CUSTOMER SATISFACTION SURVEY



Customer's Name: PT SBI - Narogong Plant

8. How satisfied are you with PT Inspektindo Sinergi Persada in each of the following areas:

Ease of doing business	1	2	3	4	5
Invoicing	1	2	3	4	5
Flexibility of contract terms	1	2	3	4	5
Flexibility of pricing models	1	2	3	4	5
Strategic partnering	1	2	3	4	5

COMMENTS

What are the most important things that PT Inspektindo Sinergi Persada could do to improve the quality of the relationship that they have with you and your business associates?

~ Merapikan kembali tuds yang sudah diinspeksi di area

Survey Date: 11/05/2021 Sign & Name (Customer's Repr):

TOLUT IKH&IN UT&AD IIC

Thank you for your participation in our improvement

