

Person	nel In Attendance:	A. \	Wahid & Danie	I. O	Customer:	PT. Solusi Bangun Indonesi	a - Tuban Plant	Date :		
Period:			June 2022		Contract/ PO Non:			Our Ref:		
Day Ra	te.				Rig / Well:					
Per Die	m Rate :								500.000	
		B:	Tour			4.070.070			BILLING Mob/ Demob	Per diem
No	Day & Date	Rig / Loc*	Time*			ACTIVITY		Day	(USD)	(Day)
1	21-Jun-22		08.00-16.00	Hoist Crane Inspec	ction & Load Test / Disnaker			1		
2	22-Jun-22		08.00-16.00	Hoist Crane Inspec	ction & Load Test / Disnaker			1		
3	23-Jun-22		08.00-16.00	Hoist Crane Inspec	ction & Load Test / Disnaker			1		
4	24-Jun-22		08.00-16.00	Hoist Crane Inspe	ction & Load Test / Disnaker			1		
5	25-Jun-22		08.00-16.00	Hoist Crane Inspe	ction & Load Test / Disnaker			1		
6	26-Jun-22		08.00-16.00	Stanby				1		
7	27-Jun-22		08.00-16.00	Hoist Crane Inspe	ction & Load Test / Disnake			1		
7-7-11							TOTAL (Days)	7		
							TOTAL (USD)			
					* If Applicable		GRAND TOTAL	7		
					Consu	mable Material Usage				
No I	Date & Day				Material Usa			Quantity	Rem	ark
	2010 0 20)				Waterier Co.	ago		quantity	1=	
	DE TOTAL									
									MELLIN	
	n									
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-	Min							Meu	-	
-	-							Dia		
	Abdul Wahid							Danang	Sudarsono	
	Personnel In Attend	ance		Contractor Repres	sentative	Rig Representative		The Company R	epresentative	





Personi	nel In Attendance:	A. \	Wahid & Danie	el. O	Customer:	PT. Solusi Bangun Indonesia	- Tuban Plant		Date :		
Period:		J	lune - July 202	2	Contract/ PO Non:				Our Ref:		
Day Rai	te:				Rig / Well:						
	m Rate :										
Per Die	m Rate .									BULLING	
No	Day & Date	Rig / Loc*	Time*			ACTIVITY				BILLING Mob/ Demob	Per diem
110	Day a Date	1419 / 200	111110			ACTIVITY			Day	(USD)	(Day)
8	28-Jun-22				ting Gears Inspection				1		
9	29-Jun-22		08.00-16.00	Hoist Crane Inspe	ection & Load Test / Disnake	ſ			1		
10	30-Jun-22		08.00-16.00	Hoist Crane Inspe	ection & Load Test				1		
11	1-Jul-22		08.00-16.00	Hoist Crane Inspe	ection & Load Test				1		
12	2-Jul-22			Lifting Gears Insp					1		
13	3-Jul-22				ifting Gears inspection with				1		
14	4-Jul-22		08.00-16.00	Hoist Crane Inspe	ection & Load Test / Disnake	r			1		
							TOTAL (Days)		7		
							TOTAL (USD)				
					* If Applicable		GRAND TOTAL	7			
					Consu	mable Material Usage					
No	Date & Day				Material Usa				Quantity	Rem	ark
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200											
100											
100											
	BERTHE CAR										
1											
	1										
<									Change		
									Phone	-	
	Personnel In Attend	lance		Contractor Repre	scontative.	Rig Representative			The Company Re	Sudarsono	
	- Some in Allend	aurice		Contractor Repre	Sericative	rig representative			The Company Re	presentative	



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PT BISFERTINDO SINERGI FERSABA Raising Safety Standards

Period: Day Ra	ite:	A. V	Vahid & Danie July 2022	Customer: Contract/ PO Non: Rig / Well:	PT. Solusi Bangun Indonesia	- Tuban Plant	Date : Our Ref:		
Per Die	m Rate :							BULLING	
No	Day & Date	Rig / Loc*	Time*		ACTIVITY		Day	BILLING Mob/ Demob (USD)	Per diem (Day)
15	5-Jul-22		08.00-16.00	Hoist Crane Inspection & Load Test / Disnake	er		1		
16	6-Jul-22			Hoist Crane Inspection & Load Test / Disnake			1		
17	7-Jul-22			Hoist Crane Inspection & Load Test / Disnake			1		
18	8-Jul-22			Hoist Crane Inspection & Load Test / Disnake			1		
19	9-Jul-22			Hoist Crane Inspection & Load Test / Disnake			1		
20	10-Jul-22		08.00-16.00				1		
21	11-Jul-22		08.00-16.00	Hoist Crane Inspection & Load Test / Disnak	er		1		
				* If Applicable		TOTAL (Days) TOTAL (USD) GRAND TOTAL	7		
				Const	umable Material Usage				
No	Date & Day			Material Us	sage		Quantity	Rem	ark
To Bearing									
1									
1									
	Abdul Wahld Personnel in Attend			Contractor Representative	Rig Representative		Danang : The Company Re	Sudarsono epresentative	





					SERVI	CES TIME SHEE			Raising Safe	Standards
Personi	nel In Attendance:	Α.	Wahid & Danie	el. O	Customer:	PT. Solusi Bangun Indonesi	a - Tuban Plant	Date :		
Period:			July 2022		Contract/ PO Non:			Our Ref:		
Day Rat	he:				Rig / Well:					
					rug / vven.					
Per Diei	m Rate :									
		Die 11 - 1	Tour						BILLING	
No	Day & Date	Rig / Loc*	Time*			ACTIVITY		Day	Mob/ Demob (USD)	Per diem (Day)
22	12-Jul-22		08.00-16.00	Hoist Crane Insp	ection & Load Test / Disnaker			1		
23	13-Jul-22		08.00-16.00	Hoist Crane Insp	ection & Load Test / Disnaker			1		
24	14-Jul-22		08.00-16.00	Hoist Crane Insp	ection & Load Test / Disnaker			1		
25	15-Jul-22		08.00-16.00	Hoist Crane Insp	ection & Load Test / Disnaker			1		
26	16-Jul-22				ection & Load Test / Disnaker			1		
27	17-Jul-22		08.00-16.00					1		
28	18-Jul-22		08.00-16.00	Hoist Crane Insp	ection & Load Test / Disnaker			1		
							TOTAL (Days)	7		
							TOTAL (USD)			
					* If Applicable		GRAND TOTAL	7		
					Consur	nable Material Usage				
No	Date & Day				Material Usa			Quantity	Rema	ark
									THE RESERVE	
									MATERIAL STATE	
	A									
	1.							Cana	1	
								Slowe		
1	Abdul Wahld Personnel In Attenda	ence		Contractor Repre	acontativo.	Dia Depresentativa		The Company Re	Sudarsono	
	- Some m Attende			Contractor Repre	semanve	Rig Representative		The Company Re	spresentative	



	PI MERCHING THERE PERSON PERSONS Supply Standards
Date :	
Our Ref:	

Personnel In Attendance:	A. Wahid & Daniel. O	Customer:	PT. Solusi Bangun Indonesia - Tuban Plant	Date :	
Period:	July 2022	Contract/ PO Non:		Our Ref:	
Day Rate:		Rig / Well:			
Per Diem Rate :					

100							BILLING	
No	Day & Date	Rig / Loc*	Time*	ACTIVITY		Day	Mob/ Demob (USD)	Per diem (Day)
29	19-Jul-22		08.00-16.00	Closing Result Hoist Inspection OH&S, Print Report DISNAKER		1		
30	20-Jul-22		08.00-16.00	Submit Report to DISNAKER		1		
30	21-Jul-22		08.00-16.00	Demobilisasi Tuban - Jakarta - Cikarang		1		
					TOTAL (Days)	3		
					TOTAL (USD)			
				* If Applicable	GRAND TOTAL 3			

Consumable Material Usage							
No Date & Day	Material Usage	Quantity	Remark				

Rig Representative

Abdul Wahid Personnel In Attendance

Contractor Representative

Danang Sudarsono
The Company Representative





CUSTOMER SATISFACTION SURVEY

Customer's Name: A. Walid & Dunel . C



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	3
5	Are PT Inspektindo Sinergi Persada product and service services becoming more or less important to your business?	1	2	3	4	(5)

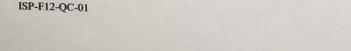
6. Please rate our representative personnel in handling your request on the following dimensions:

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

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	(3)

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: A. Wahid & Janes



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	15
Flexibility of contract terms	1	2	3	4	(5)
Flexibility of pricing models	1	2	3	4	(3)
Strategic partnering	1	2	3	4	15
					1

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?

Survey Date: Sign & Name (Customer's Repr):

Thank you for your participation in our improvement

ISP-F12-QC-01

