



**REQUEST FOR INSPECTION
LIFTING GEARS & EQUIPMENTS**

| | | | |
|----------------|-----------------------|---------------|-------------------|
| Date | : 3 February, 2023 | Ref No | : RFI-23-09 |
| Customer | : PT Sulzer Indonesia | Delivery Date | : 4 February 2023 |
| Contact Person | : Mr. Tata Subrata | SO No | : |
| PO Number | : 0060362 | Sales | : Cholidjah |

Description: To conduct LGI Services

SWL : TBA

QTY: as per table list

| | | | |
|--------------------|--|---|--|
| Equipment Type | <input checked="" type="checkbox"/> Wire Rope Sling <input checked="" type="checkbox"/> Webbing Sling <input type="checkbox"/> A-Frame <input checked="" type="checkbox"/> Chain Blocks | <input type="checkbox"/> Spreader / Lifting Barr <input type="checkbox"/> Pad Eye <input type="checkbox"/> CCU c/w Accessories <input type="checkbox"/> Ballast Pump | <input type="checkbox"/> Crane (Deck Crane) <input checked="" type="checkbox"/> Lifting Gears (Eye bolt, Shackle, Body Harness) <input checked="" type="checkbox"/> Teflon for Stand Rotor |
| Scope of Work | <input checked="" type="checkbox"/> Review Documents <input checked="" type="checkbox"/> Visual Inspection <input checked="" type="checkbox"/> Functional Check Test <input type="checkbox"/> Dimensional Conformity | | <input checked="" type="checkbox"/> NDT (MPI for Shackle and Hooks on Chain Block) <input type="checkbox"/> E-Mag Wire Rope Test <input checked="" type="checkbox"/> ID Tag Plate |
| Proof Load Applied | <input type="checkbox"/> 100% <input type="checkbox"/> 110% <input type="checkbox"/> 125% <input type="checkbox"/> 150% <input type="checkbox"/> 200% <input type="checkbox"/> SWL X 1.04 + 9.6 <input type="checkbox"/> SWL X 1.22 + 20 v Others | | |
| Reference Standard | <input type="checkbox"/> | | |
| Location | <input type="checkbox"/> In-House (ISP) | <input checked="" type="checkbox"/> Client Site: Sulzer – Balikpapan Base | |
| Certification | <input checked="" type="checkbox"/> Thorough Inspection Report | | <input type="checkbox"/> MILL CERT/ COC Product of Assembly |
| | <input type="checkbox"/> 3 rd Party Certification | | <input type="checkbox"/> Government Certification |
| | <input type="checkbox"/> ABS <input type="checkbox"/> DNVGL <input type="checkbox"/> Lloyd Register <input type="checkbox"/> RINA | <input type="checkbox"/> BV <input type="checkbox"/> BKI <input type="checkbox"/> SUCOFINDO | <input type="checkbox"/> DISNAKER <input type="checkbox"/> MIGAS |
| | <input type="checkbox"/> Manufacturer COC | | |
| Reporting | <input checked="" type="checkbox"/> Thorough Examination Report <input type="checkbox"/> Tensile Test Report <input checked="" type="checkbox"/> NDT Report | | <input type="checkbox"/> DISNAKER Report <input type="checkbox"/> MIGAS Report <input type="checkbox"/> Tubular Inspection Report |

Comments:

HSE Remarks:

- Please follow all HSE rules and regulation in Client's site
 - Use proper PPE and protect the environment

| | | | |
|--|---|--|---|
| Inspection Requested By: CHOLIDJAH | Acknowledged By Technical: Elicohen | Acknowledged By HSE: GRATCIA . S | Checked & Inspected By: PAMBURATI |
| Designation: Sales & Marketing | Designation: TSI | Designation: QHSE | Designation: TSI |
| Date: 3 February 2023 | Date: 03/02/2023 | Date: 03/02/2023 | Date: 04/02/2023 |

4/02/2023

PAMBUDHI + AGUS S.



CUSTOMER SATISFACTION SURVEY



Customer's Name: SULZER.

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).

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

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: SULZE 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?

REPORT MOHON KALAU BUA MAX. 1 x 24 jam



Survey Date: 4/2/23 Sign & Name (Customer's Repr):



Thank you for your participation in our improvement

