

CUSTOMER FEEDBACK FORM

Client Name : SEMBAWANG SHIPYARD

ProjectName : BRITISH MERLIN

For each item identified below, interview the client's representative during solicit feedback. Indicate the rating given by the client representative in the Rating column. Additional comment from the client, if any, should be recorded in the Remarks Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements	✓				
2	Ability to meet project delivery schedule	✓				
3	Responsiveness to request for services, problem and complaint	✓				
4	Staff professionalism and competence	✓				
Overall rating		EXCELLENT				

Remarks:

EXCELLENT JOB

Likelihood to make repeat order: YES / NO

Feedback by [sign] :

M. KOSOBUCW

Name :

[Signature]

Job Title :

C/O

Date :

13.07.13

Ship's Stamp





CUSTOMER FEEDBACK FORM

Client Name : SELANDIA SHIP MANAGEMENT

Project Name : SICHEM MARSEILLE

For each item identified below, interview the client's representative during solicited feedback. Indicate the rating given by the client representative in the Rating column. Additional comment from the client, if any, should be recorded in the Remarks Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements	✓				
2	Ability to meet project delivery schedule	✓				
3	Responsiveness to request for services, problem and complaint	✓				
4	Staff professionalism and competence	✓				
Overall rating						

Remarks:

Excellent Job. Appreciated.

Likelihood to make repeat order: YES / NO

Feedback by [sign] :

Name :

Capt. J.A. Gomez

Job Title :

MASTEK.

Date :

29 / 04 / 2014.

Ship's Stamp



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CUSTOMER FEEDBACK FORM

Client Name: PYXIS LEADER
Project Name : Wilhelmsen Ship Management Sdn. Bhd.

For each item identified below, interview the client's representative during solicit feedback. Indicate the rating given by the client representative in the Rating column. Additional comment from the client, if any, should be recorded in the Remarks Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements		✓			
2	Ability to meet project delivery schedule		✓			
3	Responsiveness to request for services, problem and complaint		✓			
4	Staff professionalism and competence		✓			
Overall rating						

Remarks:

GOOD SERVICE.

Likelihood to make repeat order: YES / NO

Feedback by [sign] :

Name : PIYAPONG SITTICHAI
 Job Title : C/O.
 Date : 18/09/14.

Ship's Stamp

M.V. PYXIS LEADER
<i>Chief Officer</i>
For WILHELMSSEN SHIP MANAGEMENT SDN BHD KUALA LUMPUR for and on behalf of OWNERS as AGENTS only.



CUSTOMER FEEDBACK FORM

Client Name : Mare Maritime Company S.A.
Project Name : M/T MIRAMIS

For each item identified below, interview the client's representative during solicit feedback. Indicate the rating given by the client representative in the Rating column. Additional comment from the client, if any should be recorded in the Remarks Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements		✓			
2	Ability to meet project delivery schedule		✓			
3	Responsiveness to request for services, problem and complaint		✓			
4	Staff professionalism and competence		✓			
Overall rating		<i>Very good.</i>				

Remarks:

Likelihood to make repeat order: YES / NO

Feedback by [sign] :

Name :

Job Title :

Date :

Ship's Stamp

[Signature]
KACAEWANAS
SALES / Support
22/1/2013.





CUSTOMER FEEDBACK FORM

Client Name : SEMBAWANG SHIPYARD Pte Ltd
ProjectName : POLAR

For each item identified below, interview the client's representative during solicited feedback. Indicate the rating given by the client representative in the Rating column. Additional comment from the client, if any, should be recorded in the Remarks Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements	✓				
2	Ability to meet project delivery schedule	/				
3	Responsiveness to request for services, problem and complaint	✓				
4	Staff professionalism and competence	/				
Overall rating						

Remarks:

Likelihood to make repeat order: YES / NO

Feedback by [sign]:

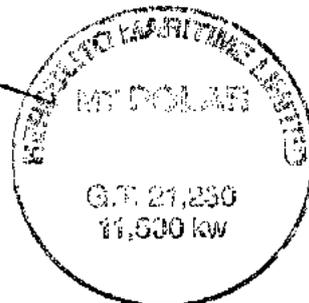
Name:

Job Title:

Date:

Ship's Stamp

M212345 - 74.
 C/O
 10-08-12



CUSTOMER FEEDBACK FORM

Client Name : A.P.MOELLER MAERSK

Project Name : MAERSK CASSANDRA

For each item identified below, interview the client's representative during project closing meeting to solicit feedback. Indicate the rating given by the client representative in the 'Rating' column. Additional comment from the client, if any, should be recorded in the 'Remarks' Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to met product/service requirements	✓				
2	Ability to meet project/delivery schedule	✓				
3	Responsiveness to request for services, problem and complaint	✓				
4	Staff professionalism and competence	✓				
Overall rating						

Remarks:

EQUIPMENT WORKING WHEN WE TESTED

Likelihood to make repeat order: YES / NO

✓ 

Feedback by [sign] :

Name :

Job Title :

Date :

Ship's Stamp



CUSTOMER FEEDBACK FORM

Client Name : V.SHIPS NORWAY AS

Project Name : NORDIC HUNTER

For each item identified below, interview the client's representative during solicit feedback. Indicate the rating given by the client representative in the Rating column. Additional comment from the client, if any, should be recorded in the Remarks Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements	✓				
2	Ability to meet project delivery schedule	✓				
3	Responsiveness to request for services, problem and complaint	✓				
4	Staff professionalism and competence	✓				
Overall rating		<i>Excellent job!!!</i>				

Remarks:

Likelihood to make repeat order: YES / NO

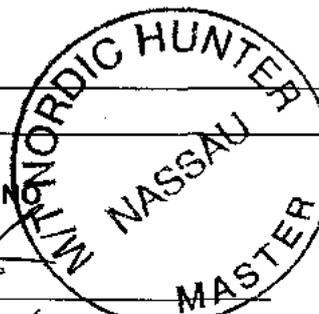
Feedback by [sign] :

Name :

Job Title :

Date :

Ship's Stamp





CUSTOMER FEEDBACK FORM

Client Name : Rickmers Shipmanagement (Singapore) Pte.Ltd
ProjectName : MOL DEVOTION

For each item identified below, interview the client's representative during solicit feedback. Indicate the rating given by the client representative in the Rating column. Additional comment from the client, if any, should be recorded in the Remarks Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements	✓				
2	Ability to meet project delivery schedule	✓				
3	Responsiveness to request for services, problem and complaint	✓				
4	Staff professionalism and competence	✓				
Overall rating		Very Good				

Remarks:

Likelihood to make repeat order: YES NO

Feedback by [sign] :

Name :

Job Title :

Date :

Ship's Stamp

MV "MOL DEVOTION"
CHIEF ENGINEER



CUSTOMER FEEDBACK FORM

Client Name : SEMBAWANG SHIPYARD / <i>TEEKAY</i>
ProjectName : TANGGUH SAGO

For each item identified below, interview the client's representative during solicit feedback. Indicate the rating given by the client representative in the Rating column. Additional comment from the client, if any, should be recorded in the Remarks Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements	✓				
2	Ability to meet project delivery schedule	✓				
3	Responsiveness to request for services, problem and complaint	✓				
4	Staff professionalism and competence	✓				
Overall rating		<i>EXCELLENT.</i>				

Remarks:

Likelihood to make repeat order: **YES/NO**

Feedback by [sign]:

Name :

Job Title :

Date :

Ship's Stamp



[Signature]

G. PIETROPAOLO

C/ENG

12/13

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CUSTOMER FEEDBACK FORM

Client Name: TOLL SHIPPING
Project Name: VICTORIA RELIANCE

For each item identified below, interview the client's representative during solicit feedback. Indicate the rating given by the client representative in the Rating column. Additional comment from the client, if any, should be recorded in the Remarks Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements	✓				
2	Ability to meet project delivery schedule	✓				
3	Responsiveness to request for services, problem and complaint	✓				
4	Staff professionalism and competence	✓				
Overall rating						

Remarks: RELIABLE AND WORKED WELL

Likelihood to make repeat order YES NO

Feedback by [sign]: *[Signature]*

Name: C. HUBALEK

Job Title: SUPER

Date: 21/10/14

Ship's Stamp:



CUSTOMER FEEDBACK FORM

Client Name : KEPPEL SHIPYARD

Project Name : KEPPEL DOCK ARM

For each item identified below, interview the client's representative during project closing meeting to solicit feedback. Indicate the rating given by the client representative in the 'Rating' column. Additional comment from the client, if any, should be recorded in the 'Remarks' Column.

S/N	Description of Survey Item	Rating				
		Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1	Ability to meet product/service requirements	✓				
2	Ability to meet project delivery schedule	✓				
3	Responsiveness to request for services, problem and complaint	✓				
4	Staff professionalism and competence	✓				
Overall rating		<i>Excellent</i>				

Remarks:

Likelihood to make repeat order:

YES / NO

Feedback by [sign] :

Name :

Job Title :

Date :

MD Bellal Hossain

Senior Engineer

03/10/2013

Keppel Shipyard Limited
 (A member of the Keppel Group)
 Bencoi Yard

MD BELLAL HOSSAIN
 Senior Engineer
 (Plant & Maintenance)