

## CUSTOMER FEEDBACK FORM

**Client Name : SEMBAWANG SHIPYARD**

**ProjectName : BRITISH MERLIN**

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		EXCELLENT				

**Remarks:**

EXCELLENT JOB

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

Feedback by [sign] :

M. KOSOBUCU

Name :

*[Signature]*

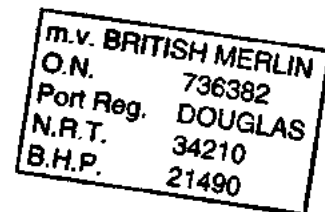
Job Title :

C/O

Date :

13.07.13

Ship's Stamp



## CUSTOMER FEEDBACK FORM

<b>Client Name : SELANDIA SHIP MANAGEMENT</b>
<b>Project Name : SICHEM MARSEILLE</b>

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:** Excellent Job. Appreciated.

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


**Feedback by [sign] :**

**Name :**

**Job Title :**

**Date :**

**Ship's Stamp**

  
Capt. J.A. GOMEZ  
MASTER.  
29 / 04 / 2014.



## CUSTOMER FEEDBACK FORM

<b>Client Name: PYXIS LEADER</b>
<b>Project Name : Wilhelmsen Ship Management Sdn. Bhd.</b>

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

<b>M.V. PYXIS LEADER</b>
<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:**

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

Feedback by [sign] :

Name :

Job Title :

Date :

Ship's Stamp

*[Signature]*  
KACAEUANKS  
SMF / Engineer  
22/1/2013.



## CUSTOMER FEEDBACK FORM

<b>Client Name : SEMBAWANG SHIPYARD Pte Ltd</b>
<b>ProjectName : POLAR</b>

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:**

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

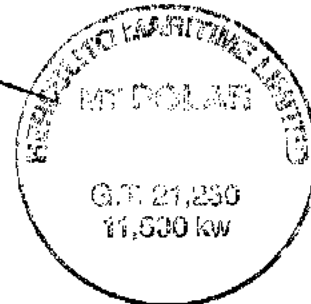
Feedback by [sign]:

Name: M. J. Lee - H.

Job Title: CEO

Date: 10-08-12

Ship's Stamp



## 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

✓ *ML*

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

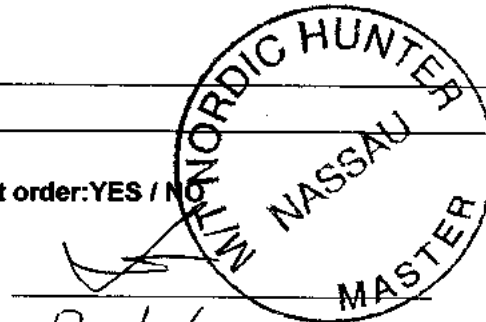
Feedback by [sign] :

Name :

Job Title :

Date :

Ship's Stamp



*Paulvk*  
*Ch. eng*  
*29.12.2013*



## CUSTOMER FEEDBACK FORM

<b>Client Name</b> : Rickmers Shipmanagement ( Singapore ) Pte.Ltd
<b>ProjectName</b> : 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:**

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Likelihood to make repeat order YES NO

Feedback by [sign] :

Name :

Job Title :

Date :

Ship's Stamp

PE PE T.O  
 C/E  
 17.05.2013

**MV "MOL DEVOTION"**  
CHIEF ENGINEER





## CUSTOMER FEEDBACK FORM

<b>Client Name :</b> SEMBAWANG SHIPYARD / <i>TEEKAY</i>
<b>ProjectName :</b> 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:**

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Likelihood to make repeat order: YES / NO

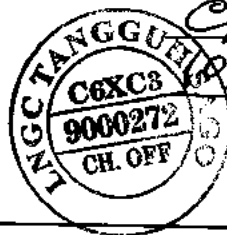
Feedback by [sign]:

Name:

Job Title:

Date:

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<http://joblist.raycontrol.com>



## 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*

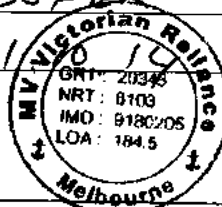
Job Title:

*SUPER*

Date:

*21*

Ship's Stamp



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 Authorised HANLA and since 1981 and over 8000 Track Records -  
<http://joblist.raycontrol.com>

## CUSTOMER FEEDBACK FORM

**Client Name : THOME SHIP MANAGEMENT**

**Project Name : ARDMORE CALYPSO**

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:**

*JOBS DONE AS PER ABILITY AND TIME AVAILABLE*

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

Feedback by [sign] :

Name :

Job Title :

Date :

Ship's Stamp

*[Signature]*  
*PRANAV GEORGE*  
*CHIEF OFFICER*  
*18 - MARCH 2014*  
**MT ARDMORE CALYPSO**



## CUSTOMER FEEDBACK FORM

<b>Client Name : KEPPEL SHIPYARD</b>
<b>Project Name : KEPPEL DOCK ARM</b>

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:**

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Likelihood to make repeat order:

YES /  NO

Feedback by [sign] :

Name :

*MD Bellal Hossain*  
 Keppel Shipyard Limited  
 (A member of the Keppel Group)  
 Bencoolen Yard

Job Title :

*Senior Engineer*

Date :

*03/10/2013*

**MD BELLAL HOSSAIN**  
 Senior Engineer  
 (Plant & Maintenance)