



Service Quality Appraisal Report

Printed: 19-May-2010

08:12

Date:	01-Jan-2010	To Date:	31-Mar-2010		
Num:	DWHDWH100321SQA001	Created Date:	21-Mar-2010		
Location:		Well:	MC 252 ST00 BP01		
Unit:	Independent Divisions	Division:	North America	Customer:	BP Exploration

Transocean is committed to providing world-class support and services for our valued customers. We are continually exploring ways to better serve you, and your feedback is an important part of this process. Customer satisfaction is continuously monitored by Transocean to ensure that we provide the highest level of service quality. To enable us to achieve our quality objectives, we would request that you complete this appraisal.

Rating Questions

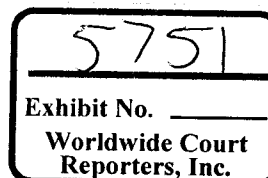
Information provided on this form will be used to initiate any necessary corrective, preventative and/or improvement actions to ensure that our service quality objectives are achieved and maintained. Please use the following rating guide when completing the appraisal.

Excellent (10-9): Exceeds performance expectations in all areas
Very Good (8-7): Meets performance expectations in key areas
Good (6-5): Meets performance expectations in some key areas, some improvement required
Fair (4-3): Meets performance expectations in some areas
Poor (2-1): Fails to meet expectations

Appraisal Questionnaire

1. HEALTH AND SAFETY			
a. House Keeping Practices			
Rating:	7	Action/FOCUS:	No Action
Customer Comments:			
b. Compliance With The Following Transocean Safety Processes: Participation In START Process; Effectiveness of THINK Planning; Utilization of PTW Process			
Rating:	8	Action/FOCUS:	No Action
Customer Comments:			
c. Quality of Safety Drills, Emergency Preparedness			
Rating:	8	Action/FOCUS:	No Action
Customer Comments:			
Total Score For Section 1: 23		Percentage Score: 76.67	

2. OPERATIONS MANAGEMENT			
a. Performance Against Plan			
Rating:	7	Action/FOCUS:	No Action
Customer Comments:			
b. Between Wells			
Rating:	7	Action/FOCUS:	No Action
Customer Comments:			
c. Interfacing with Service Partners (Third Parties)			
Rating:	7	Action/FOCUS:	No Action
Customer Comments:			
Total Score For Section 2: 21		Percentage Score: 70	



3. DRILLING OPERATIONS		
a. Drilling		
Rating: 9	Action/FOCUS: No Action	
Customer Comments:		
b. Tripping		
Rating: 8	Action/FOCUS: No Action	
Customer Comments:		
Need to replace PRS'S		
c. Running Casing		
Rating: 8	Action/FOCUS: No Action	
Customer Comments:		
d. BOP / Riser Handling / Testing		
Rating: 8	Action/FOCUS: No Action	
Customer Comments:		
e. BHA Change Out, Planning, and Execution		
Rating: 9	Action/FOCUS: No Action	
Customer Comments:		
Total Score For Section 3: 42		Percentage Score: 84

4. MARINE OPERATIONS		
a. Station Keeping / Rig Move Operations		
Rating: 9	Action/FOCUS: No Action	
Customer Comments:		
b. Deck Management		
Rating: 8	Action/FOCUS: No Action	
Customer Comments:		
c. Emergency Drills		
Rating: 8	Action/FOCUS: No Action	
Customer Comments:		
d. Management of Service Vessels		
Rating: 7	Action/FOCUS: No Action	
Customer Comments:		
Total Score For Section 4: 32		Percentage Score: 80

5. EQUIPMENT		
a. Operation of Equipment		
Rating: 7	Action/FOCUS: No Action	
Customer Comments:		
b. Performance of Equipment		
Rating: 7	Action/FOCUS: No Action	
Customer Comments:		

c. Reliability of Equipment		
Rating: 7	Action/FOCUS: No Action	
Customer Comments:		
d. Maintenance of Equipment		
Rating: 7	Action/FOCUS: No Action	
Customer Comments:		
e. Planned Execution of Maintenance During Well Operations		
Rating: 7	Action/FOCUS: No Action	
Customer Comments:		
f. Care of Customer Equipment		
Rating: 8	Action/FOCUS: No Action	
Customer Comments:		
Total Score For Section 5: 43		Percentage Score: 71.67

6. ENVIRONMENTAL AFFAIRS		
a. Waste Management and Segregation		
Rating: 8	Action/FOCUS: No Action	
Customer Comments:		
b. Pollution Prevention and Response		
Rating: 8	Action/FOCUS: No Action	
Customer Comments:		
c. Awareness of Crew (EMS, Basic Requirements)		
Rating: 8	Action/FOCUS: No Action	
Customer Comments:		
d. Onboard Communication (Spill Plans, Waste Plans, Green Team Noticeboards, Awareness Material)		
Rating: 9	Action/FOCUS: No Action	
Customer Comments:		
Total Score For Section 6: 33		Percentage Score: 82.5

7. ACCOMODATION SERVICES		
a. Living Quarter and Facilities		
Rating: 6	Action/FOCUS: Non-FOCUS Action	
Customer Comments:		
Toilet system needs to be replaced		
Department:	Party:	Target Comp. Date:
Description of Action to Be Taken		
b. Catering		
Rating: 6	Action/FOCUS: Non-FOCUS Action	
Customer Comments:		
Department:	Party:	Target Comp. Date:
Description of Action to Be Taken		
Total Score For Section 7: 12		Percentage Score: 60

8. PERSONNEL**a. Attitude**

Rating: 6 Action/FOCUS: Non-FOCUS Action

Customer Comments:

Attitude not as good since 21 and 21 scedule started

Department:

Party:

Target Comp. Date:

Description of Action to Be Taken**b. Teamwork**

Rating: 9 Action/FOCUS: No Action

Customer Comments:**c. Leadership**

Rating: 9 Action/FOCUS: No Action

Customer Comments:**d. Management and Organization**

Rating: 9 Action/FOCUS: No Action

Customer Comments:**e. Training and Crew Competence**

Rating: 9 Action/FOCUS: No Action

Customer Comments:

Total Score For Section 8: 42

Percentage Score: 84

9. COMMUNICATIONS**a. Responsiveness to Customer's Needs**

Rating: 8 Action/FOCUS: No Action

Customer Comments:**b. Conduct of Daily Meetings**

Rating: 8 Action/FOCUS: No Action

Customer Comments:**c. Coordination of Logistics**

Rating: 8 Action/FOCUS: No Action

Customer Comments:**d. Frequency of Rig Visits by Transocean Management**

Rating: 9 Action/FOCUS: No Action

Customer Comments:

Total Score For Section 9: 33

Percentage Score: 82.5

Total Score For SQA: 281

Percentage Score: 78.06

Offshore Comment Summary

Offshore Representative: Ezell, Miles

Position: Senior Toolpusher

Toilet system was under repair during the time of this evaluation.

Offshore Customer Representative: Sepulvado, Murray

Position: Well Site Leader

Onshore Comment Summary	
Onshore Representative:	Position: RMP
The toilet system has now been repaired. We are continually addressing the PRS and our down time associated with this piece of equipment has drastically decreased.	
Onshore Customer Representative:	Position: Wells Team Leader
I agree with the comments in this SQA. The guys have done a great job this quarter.	

