

## KPI SURVEY

Customer Name	Customer P.O. No.	Location	Ticket No
EDC	08120MSC168011	Cheng Dao XiDPA	JR-EDC-P003
Jereh Operator	Service Date		Total Days
王胜亮	15-Dec-08	To 10-Jan-09	26 +1
张伟	2-Jan-09	To 10-Jan-09	8 +1
高剑炜	5-Jan-09	To 10-Jan-09	5 +1
简洪周	5-Jan-09	To 10-Jan-09	5 +1
周祥荣	15-Dec-08	To 10-Jan-09	26 +1

2009.1.13

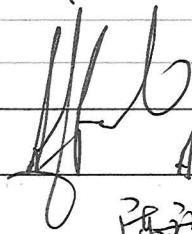
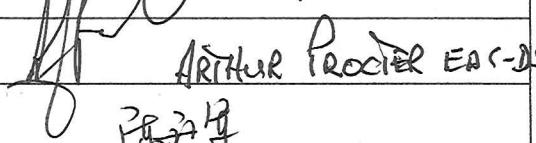
Dear Customer,

We hope that you were satisfied with the service quality of this job performed by Jereh. It is the aim of our management and service personnel to deliver equipment and service of a standard unmatched in the service sector of the energy industry.

Please take the time to let us know if our performance met with your satisfaction. Please be as critical as possible to ensure we constantly improve our service. Your comments are of great value to us and are intended for the exclusive use of Jereh.

RATING	DESCRIPTION	OPPORTUNITY
5	Superior Performance (Establish new quality/performance standards)	Best Practice
4	Exceeded Expectations (Provided more than what was required/expected)	Potential Best Practice
3	Met Expectations (Did what was expected)	Prevention/Improvement
2	Below Expectations (Did not do what was expected - *Recovery made)	CPI Required
1	Poor Performance (Job problems/failures occurred - Some *recovery made)	CPI Required
* Recovery : resolved issue(s) on jobsite in a timely and professional manner		

### END OF JOB CUSTOMER SURVEY

CATEGORY	CUSTOMER SATISFACTION RATING (PLEASE CIRCLE ONE RATING FOR EACH LINE)			
PERSONNEL	Did our personnel perform to your satisfaction?			1 2 3 4 <b>5</b>
EQUIPMENT	Did our equipment perform to your satisfaction?			1 2 3 4 <b>5</b>
JOB DESIGN	Did we Perform the job to the agreed upon design?			1 2 3 4 <b>5</b>
PRODUCT / MATERIAL	Did our products and materials perform as you expected?			1 2 3 4 <b>5</b>
HEALTH & SAFETY	Did we perform in a safe and careful manner (Pre/post mtgs., PPE, JSA, etc.)?			1 2 3 4 <b>5</b>
ENVIRONMENTAL	Did we perform in an environmentally sound manner (Spills, leaks, cleanup, etc.)?			1 2 3 4 <b>5</b>
TIMELINESS	Was job performed as scheduled (On time to site, accessible to customer, completed on time)?			1 2 3 4 <b>5</b>
COMMENT	<p style="font-size: 1.2em; font-family: cursive;">JERAH TEAM HAVE DONE AN EXCELLENT JOB ON THE EDC PROJECT - VERY PLEASED WITH THEM ON BOARD SHENGLI 8</p>			
	CUSTOMER SIGNATURE			
	EQUIPMENT & SERVICES MANAGER SIGNATURES			

Sincerity Cooperation, To be the best!