

2025

January Tech Meeting



Agenda

1 Most surveys and NPS award \$1000

2 Write Greetings on flyer

3 December's Winner

4 HASS 85% Target

5 Proper Pictures and Notes on Ticket

6 Demo service

7 Contacting T/S onsite to get MPU and any type of documentation

8 STG E-learning Monthly training

9 Part use & return & Prior inspect parts

10 Day to Day technician's check list

Most surveys and NPS award \$1000

1

Need to increase NPS score %

This is the section that technicians
have to explain to customer to get
better NPS score.

2

Please inform the customer.
About the survey

Write the greeting on the flyer to
give the customer an impression

Two technicians who got the Most Samsung Surveys from customers
and the highest NPS scores.

We will Award \$1,000 each.

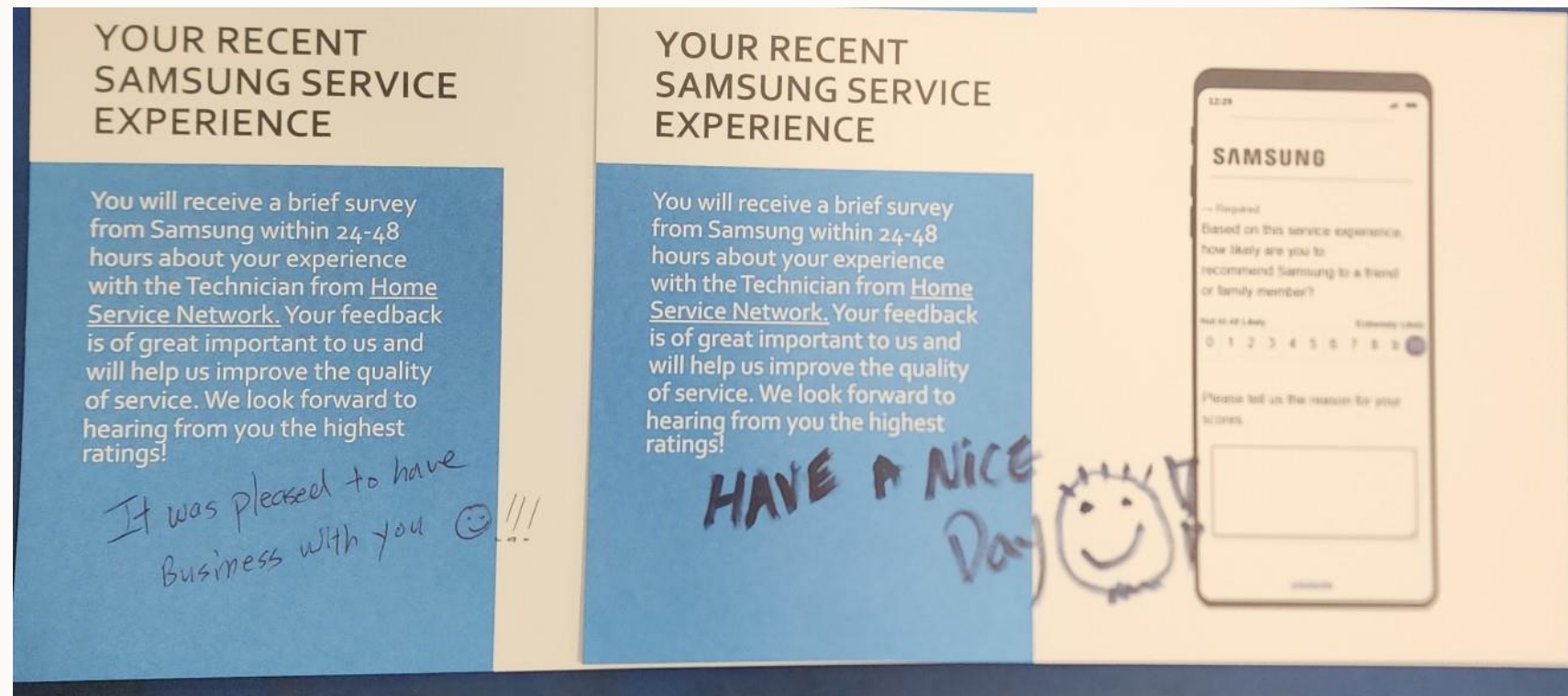


Write Greetings on flyer

One way to increase your NPS % is to write a short greeting on the flyers you hand out to the customers.

A simple note could be, "It was pleased to have business with you", "Thanks for letting us serve you. Your feedback matters!" ETC.

We need to try every possible way to increase our NPS percentage.



Here are 10 short greetings you can use

"Thank you for trusting us with your repair! We're here when you need us."

"Your satisfaction is our priority. Let us know how we did!"

"Reliable repairs, right at your doorstep. Thanks for choosing us!"

"We appreciate your business! Contact us anytime for support."

"Thanks for letting us serve you. Your feedback matters!"

"Home appliances, hassle-free. Reach out if you need us!"

"Quality service you can count on. Thank you for choosing us!"

"Here to keep your home running smoothly. We're just a call away!"

"Your repair is complete, and we're here for your next need!"

"Serving you is our pleasure. Let us know if we can help again!"

December's Winners

Score Calculation Method
Total Points = QTY Score + NPS Points

Count (QTY)	SCORE POINT
40	50
30	40
20	30
10	20

NPS (POINTS)	SCORE POINT
100	50
90	45
80	40
70	35
30	0
20	0
10	0
0	0

Tech	Coun	CntScor	NP	NPSScor	TTLNP
Sungwoo Hong	22	30.0	90.9	45.0	75.0
Dale Jung	30	40.0	70.0	35.0	75.0
Taras Pankivskyi	21	30.0	85.7	40.0	70.0
Bangwon Park	10	20.0	90.0	45.0	65.0
Rohan Brown	11	20.0	81.8	40.0	60.0
Sam Kowalczyk	10	20.0	80.0	40.0	60.0
Young Choi	24	30.0	62.5	30.0	60.0
Dongyong Seo	18	20.0	72.2	35.0	55.0
Sangyong Nam	23	30.0	52.2	25.0	55.0
Gangseol Suh	22	30.0	50.0	25.0	55.0
Stephen Garland	5	0.0	100.0	50.0	50.0
Minhyeok Kang	4	0.0	100.0	50.0	50.0
Sanghun Lim	4	0.0	100.0	50.0	50.0
Cymone Boatwright	2	0.0	100.0	50.0	50.0
Raymond Benedetto	2	0.0	100.0	50.0	50.0
Jonathon Rollie	1	0.0	100.0	50.0	50.0
Deandre Peart	13	20.0	69.2	30.0	50.0
Richard Rampersaud	12	20.0	66.7	30.0	50.0
Javier Villar	14	20.0	64.3	30.0	50.0
Giyong Yoo	11	20.0	63.6	30.0	50.0
Seonhwang Lee	15	20.0	60.0	30.0	50.0
Andrew Jang	10	20.0	60.0	30.0	50.0
Jiman Kim	12	20.0	58.3	25.0	45.0
Hyeonho Ki	11	20.0	54.5	25.0	45.0
Jinhyung Meang	13	20.0	53.8	25.0	45.0
Vyacheslav Ivasiv	12	20.0	50.0	25.0	45.0
Il Heung Park	10	20.0	50.0	25.0	45.0
James Song	10	20.0	50.0	25.0	45.0
Andrey Yakushev	9	0.0	88.9	40.0	40.0
Mariano Martinez	9	0.0	88.9	40.0	40.0
Douglas Balcom	8	0.0	87.5	40.0	40.0
Pilyoun Jung	6	0.0	83.3	40.0	40.0
Nicholas Kingston	5	0.0	80.0	40.0	40.0

Stepan Pokryshka	14	20.0	42.9	20.0	40.0
Davieri Bernal	12	20.0	41.7	20.0	40.0
Andy Son	15	20.0	40.0	20.0	40.0
Michael A. Peterson	10	20.0	40.0	20.0	40.0
Kwan Keun Lee	9	0.0	77.8	35.0	35.0
Robert Won	9	0.0	77.8	35.0	35.0
Dustin Anderson	4	0.0	75.0	35.0	35.0
Marcus Leslie	7	0.0	71.4	35.0	35.0
Jimmy Han	6	0.0	66.7	30.0	30.0
Jun Jang	6	0.0	66.7	30.0	30.0
Oleh Borysovskyy	6	0.0	66.7	30.0	30.0
Austin Perry	8	0.0	62.5	30.0	30.0
Kelvis Cordero	5	0.0	60.0	30.0	30.0
Jonas Williams	8	0.0	50.0	25.0	25.0
Tinh Le	8	0.0	50.0	25.0	25.0
Junhan Kim	6	0.0	50.0	25.0	25.0
Ralpheal Desir	6	0.0	50.0	25.0	25.0
Marcos Villar	4	0.0	50.0	25.0	25.0
Carlos Gomez	7	0.0	42.9	20.0	20.0
Jaehong Lim	16	20.0	37.5	0.0	20.0
Cheon Ho Lee	15	20.0	26.7	0.0	20.0
Seungho Lee	12	20.0	25.0	0.0	20.0
Sungeun Kim	10	20.0	20.0	0.0	20.0
Chansoo Kim	12	20.0	16.7	0.0	20.0
Marki Guyton	6	0.0	33.3	0.0	0.0
Rodney Montesino	3	0.0	33.3	0.0	0.0
Serhiy Shevchenko	7	0.0	28.6	0.0	0.0
Mark Lindo	8	0.0	25.0	0.0	0.0
Sungjun Park	7	0.0	-14.3	0.0	0.0

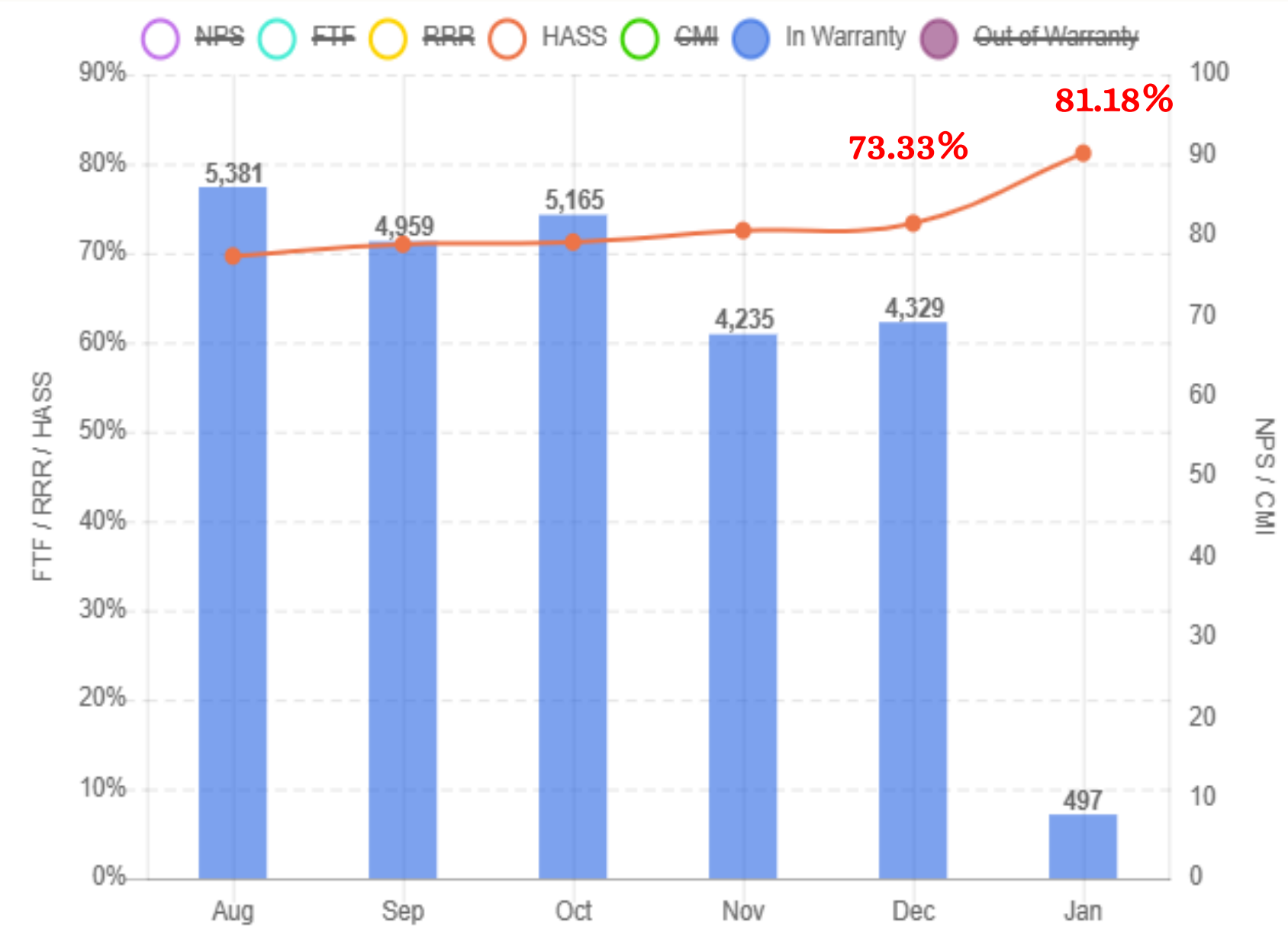


HASS 85% Target









We need to improve the HASS percentage up to an overall 85%

Currently, the HASS percentage stands at 73.33% in December and 81.18% in January.

Please work harder on HASS to improve the HASS % that Samsung is targeting.



Proper Pictures and Notes on Ticket

Attachments (Samsung)			
9 records found			
#	File	Extension	File Type
1		Image File	Others
2		Image File	Others
3		Image File	Work Order or Jo
4		Image File	Others
5		Image File	Others
6		Image File	Others
7		Image File	Work Order or Jo
8		Image File	Work Order or Jo

Picture documentation on the tickets

Please upload the picture file in a detailed manner, resembling the style or quality of the image on the left. Ensure that the resolution is high and the elements are clearly visible to maintain the quality of the image.

**** Must attach on the ticket, before service the unit and after service the unit ****

Notes on the tickets

Please provide a detailed note about the product, including information on which parts were used, and any other relevant details that would offer a comprehensive understanding of the product

****OOW TICKETS Must notate how much you collect and what method of payment you collect from ****

Demo service (1)

SAMSUNG

Cosmetic Damage Levels:

- Level 1 – Do not replace
- Level 2 – Replace
- Level 3 – Irreparable

Missing Parts:

i.e, Missing knobs



****Please contact the Triage team at any time for further information.****
We are making plans to visit the Dealers soon to create the tickets

Demo service means:

Visit Dealers and take pictures of damaged or missing parts for the units to create the tickets

Please refer to the left-side pictures and take pictures of Level 2. While taking pictures, point out the missing parts or damaged areas with your finger.




Make sure to take clear photos (location, indicate damaged areas, and before, after repair) and serial numbers to claim the DEMO tickets to Samsung.

****Please include the unit picture.**

(*before unit service and after the unit service.)

Demo service (2)

Photo requirement	
Full shot	Purpose of checking the status of the displayed unit
Created by	
HSN	The parts listed below for each product are not serviced.
SEA	Proceed the service as normal procidure
SBB	Proceed the service as normal procidure
FMR	Proceed the service as normal procidure
MSM	Proceed the service as normal procidure
Not accepted NOT CREATE TICKETS FOR BELOW ISSUES	
Microwave	FILTER AIR, ROLLER, TRAY COOKING
Dish Washer	COVER PLINTH, SVC-COVER FRONT LOWER, CASE FILTER
Washer	CAP SCREW, PULSATOR CAP, CASE DETERGENT, COVER FILTER
Dryer	CASE FILTER
Range	GRATE CENTER
Refregerator	CASE VEG, GUARD-REF, CASE WATER FILTER, CASE BASKET, CASE ICE-SCOOP
ETC.	
Don't allow demo service that unit is older than 3 years from the date of manufacture.	

Level	Description	Action	Photo Example
1	Slight cosmetic damage (dents, scratches, etc.) on exterior surfaces such as doors and panels. Damage is typical wear and tear for a display unit.	Do not replace parts as a DM repair	
2	Severe cosmetic damage on exterior surfaces (doors, door glass, and front and top panels) which may interfere with inside components and impact the product performance. Components missing that will effect the overall aesthetic or customer interaction with the product.	Replace damaged or missing components as a DM repair	
3	Severe damage to the product frame, broken or missing functional components. Major damage such as significant dent or fracture which may interfere with inside components and impact the product performance.	Instruct the store to submit an RMA	

Take the note :
The triage team will review the pictures of creating ticket requests, if inefficient parts requests or non-target parts are requested, We will not create the tickets.

Please contact T/S onsite to get MPU or any type of Documentation.

SAW List		
2 records found		
SAW No	Category	Status
4174217611_0001	SRC41	Rejected
4174217611_0002	SRC41	Approved
SAW Information		
Request Information		
SAW No	4174217611_0002	
Request Date		
SAW Status	SS010	
Request Category	Multi-parts	
Request Mileage		

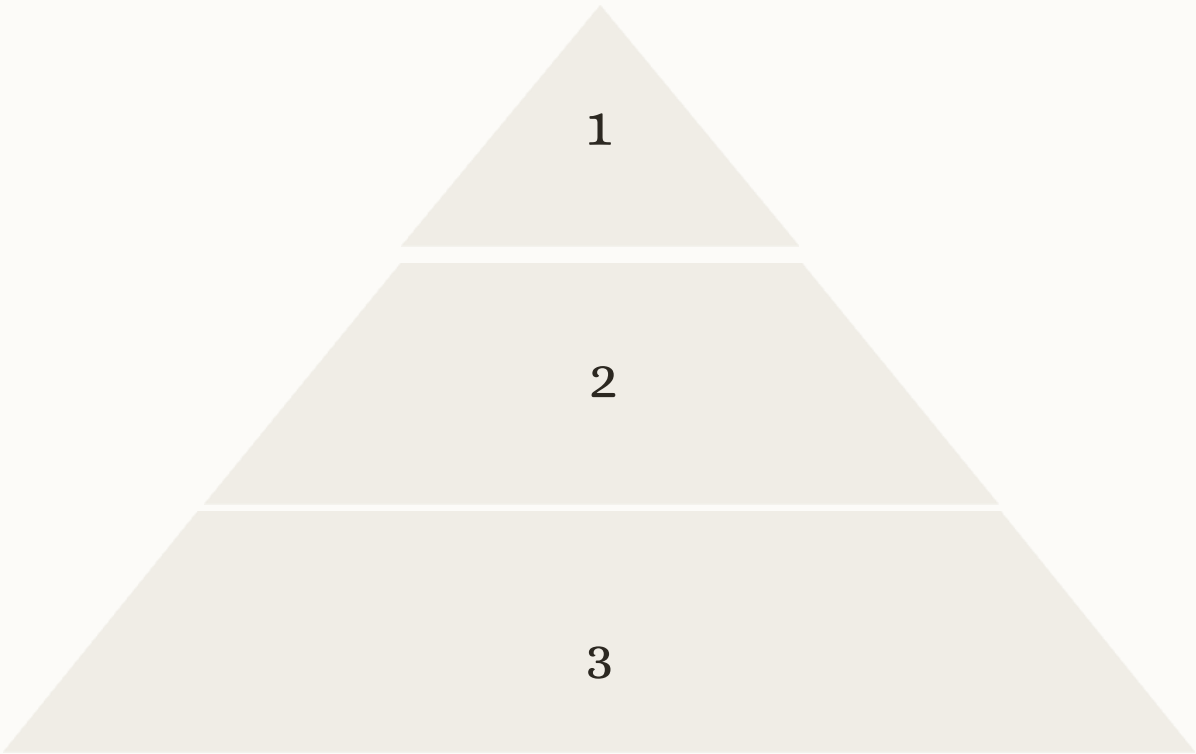
MPU request

Please contact T/S onsite to get MPU

**** Please contact T/S onsite for INSPECTION tickets, Infestation, Liability issue, Parts damaged issues, inefficient situation or some odd situation happens on machine or customer property, even though it's OOW tickets, you Must contact T/S onsite and make a document. ****



STG Monthly training



STG Monthly training

You have to go into STG E- learning and do Monthly Training on time, which is required every month.

Warning letter

If you don't do monthly training for three months in a row, Manager's warning letters will send out.

Do little things properly, It make a lot of changes.

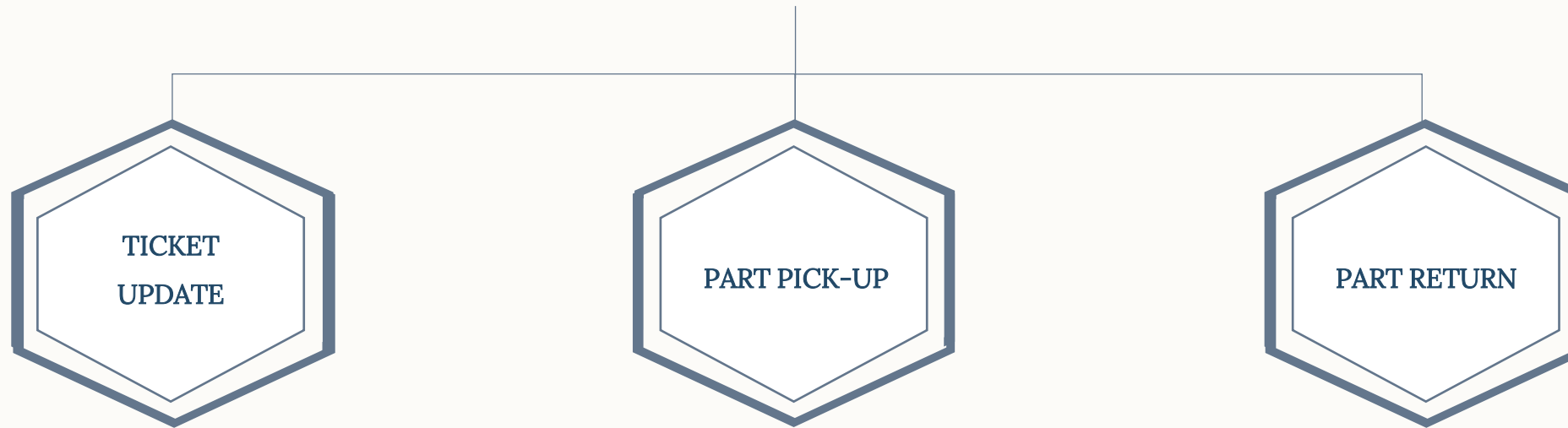
BAD STATUS

▼ Name	▼ Status
Soundbar Overview BE Required Training Jan 2024	In Progress
Laundry Hub Preview BE Required Training Dec 2023	In Progress
Ref Auger Drain Guide BE Required Training Dec 2023	In Progress
2023 Yearly Certification - TV	In Progress

GOOD STATUS

▼ Name	▼ Status
Soundbar Overview BE Required Training Jan 2024	Completed
Ref Auger Drain Guide BE Required Training Dec 2023	Completed
Laundry Hub Preview BE Required Training Dec 2023	Completed
SECA DA 2023 Yearly Certification- Cooking	Completed

Part use & return



- USED PART : PART# + INVOICE# (unique ID#) + QUANTITY before complete ticket
- UNUSED PART: Deleted immediately from the ER.
- RA PART: Update DEFECT REASON on the chatroom.
- PENDING TICKET :
NEED NEW PART? Update on the chatroom > PO & RS
No longer needed? DELETE USED PART ASAP!!!
- OOW TICKET: Update ticket# amount and pay method that Tech received from CX

- Check your parts before signing the list.
Especially, exterior parts like (Panel, Door, etc.)
- If you sign the list, the part department, Will not be responsible for any parts missing, lost, and damaged.

****Please inspect all big box parts before carrying them out to the van. ****
(DOORS, IGNITORS, COOK TOP, ETC)

- DAMAGED return part (Wet / Broken / Torn / Bent / etc.)
- LOST PARTS ✓
Please return the parts as you pick up it (if you took 10 parts, you MUST return 10 parts as they are.) Some parts need to be returned to Samsung, so please return them well.

*****WILL BE STRICTLY MANAGED (PENALTY)*****

Day to Day technician's checklist

- ❑ Techs must clock in at least 5 min before start time unless instructed otherwise.
- ❑ Techs must review and print work orders and liability forms for each job.
- ❑ **Techs must hand over work orders to the parts department to receive their parts. Once this is done, the tech must count each piece inside their bin. For example - if you receive 20 parts, the same amount MUST be returned. If not, the tech will get penalized. Different steps are taken by tech accepting parts via the storage facility.**
- ❑ Techs must call each customer at least 30 min before arrival, along with an SMS message from STG.
- ❑ Tech must wear booties while servicing a customer's unit, even if instructed otherwise by the customer.
- ❑ Techs are required to keep a clean and damage-free workstation. The liability form must be signed before and after removing an appliance.
- ❑ Techs must inform the customer's (NPS) survey that will be sent out after the repair. It is essential to advise the customer that an 8-10 score is for the technician's performance (not for Samsung).
- ❑ Ticket completion is essential; without proper notes or pictures, other departments fail to claim and request ticket parts. Techs must complete the ticket on-site or after the last call on the day, but it **must be done before 10 pm**. Failure to do so will cause the tech to be penalized.

Read and understand Key Point

1. Write the greeting on the flyer to give the customer an impression.
2. On every ticket, Must attach the before-service unit picture and the unit and after-service unit picture
3. Every OOW Ticket must note on the tickets how much you collect and the method of payment you collect from.
4. Please contact T/S onsite for inspection tickets, Infestation, Liability issues, Parts damaged issues, inefficient situations, or any odd situation that happens on the machine or customer property. Even though it's OOW tickets, you Must contact T/S onsite and make a document.
5. Please inspect all big box parts before carrying them out to the van. (DOORS, IGNITORS, COOKTOP, ETC)
6. Ticket completion is essential; without proper notes or pictures, other departments fail to claim and request ticket parts. Techs must complete the ticket on-site or after the last call on the day, but it **must be complete before 10 pm**. Failure to do so will cause the tech to be penalized.
7. Please work harder on HASS to improve the HASS % that Samsung is targeting.