

TECH MEETING

AUGUST 2025

HOME SERVICE NETWORK

AGENDA

- 1 NPS
- 2 HASS Warning
- 3 Smart Service
- 4 MPU SAW
- 4 Monthly Training
- 5 SPSN
- 6 Out of Warranty
- 7 **❖ Reminder :**
Completion required on-site
- 8 Achieving Your KPI

JULY'S WINNERS



Congratulations to our outstanding performers !!

This month's winners are Dale Jung and Seonhwang Lee !

JULY'S WINNER BRANCH : MDB

HSN will grant \$500 to the Branch Manager + Top 3 technicians (Seonhwang Lee, Andrew Jang, Jinhyung Meang) who scored over 70 of the branch.

Congratulations!!!!

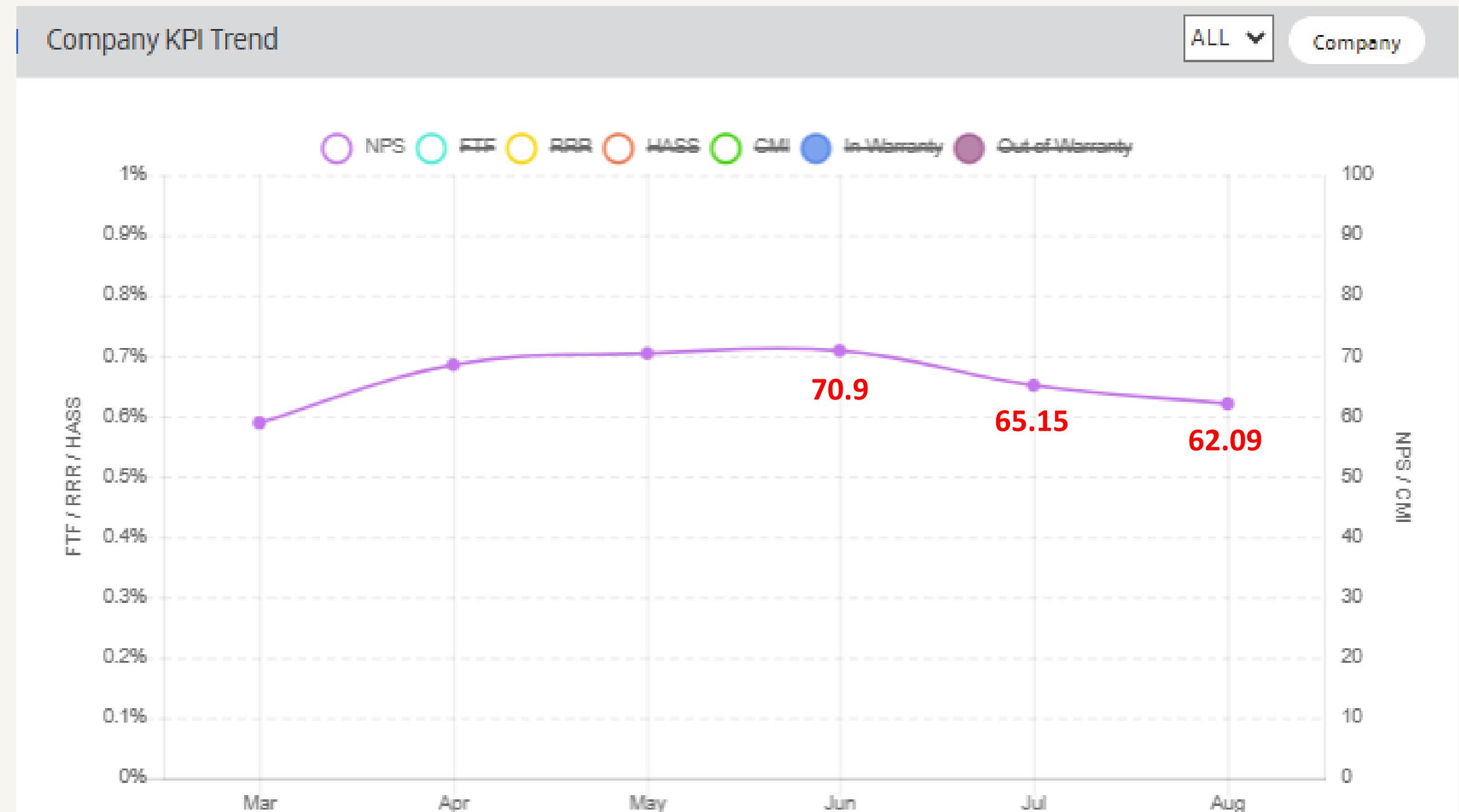


NEED TO IMPROVE NPS SCORE

Our NPS score has **dropped by 5.75** points compared to last month.

We have seen a continuous decline in our NPS score.

Your active support and commitment are crucial to improving it.



Our target goal is 70

IMPORTANT!!

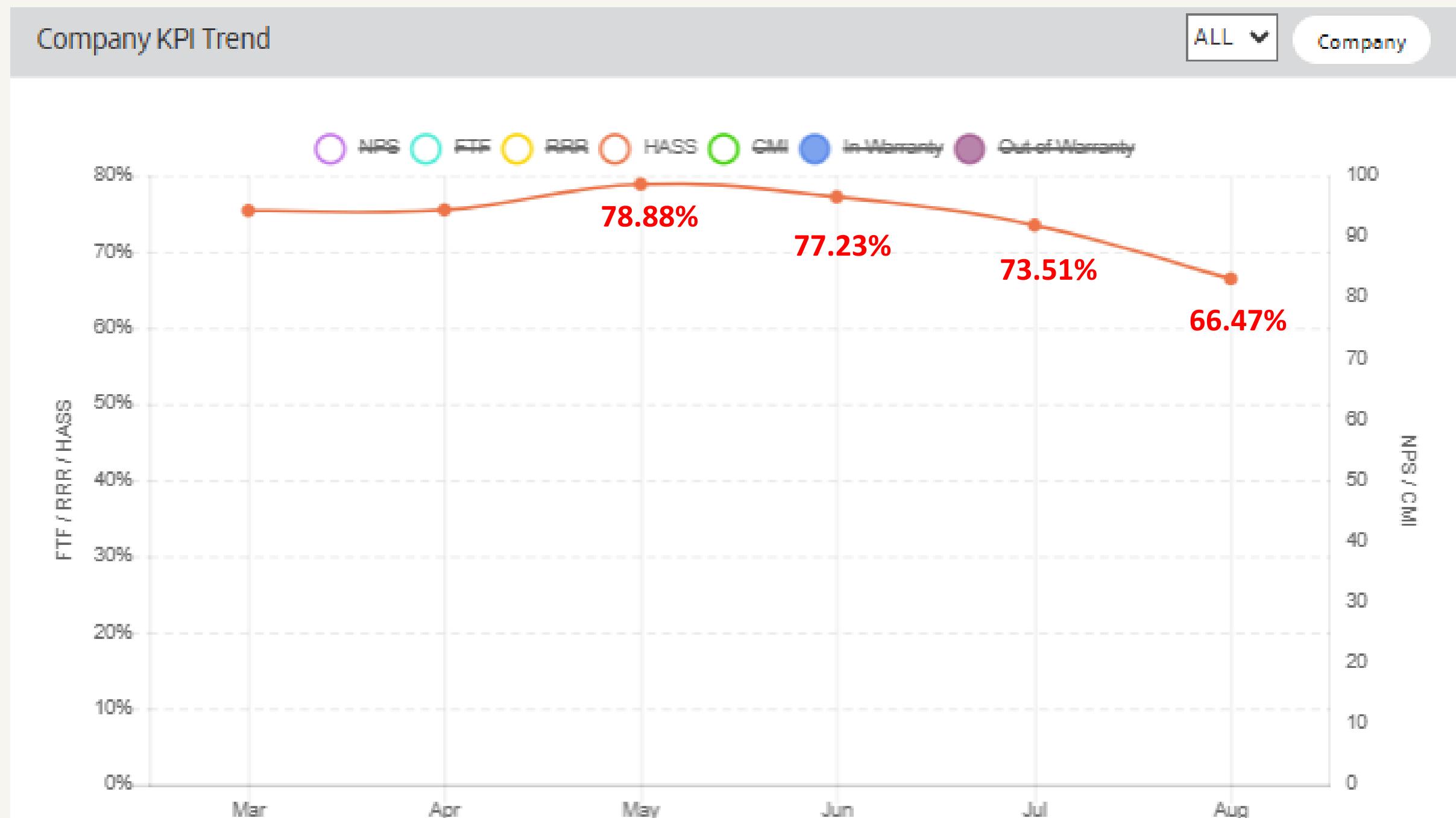
NEED TO IMPROVE HASS PERCENTAGE

Our HASS percentage **dropped by 3.72%** compared to last month.

This month's HASS percentage is 73.51%, which is significantly low. It's critical to improve this rate immediately.

If the low HASS performance continues, HASS may also be subject to re-contract review.

Our target goal is 80%



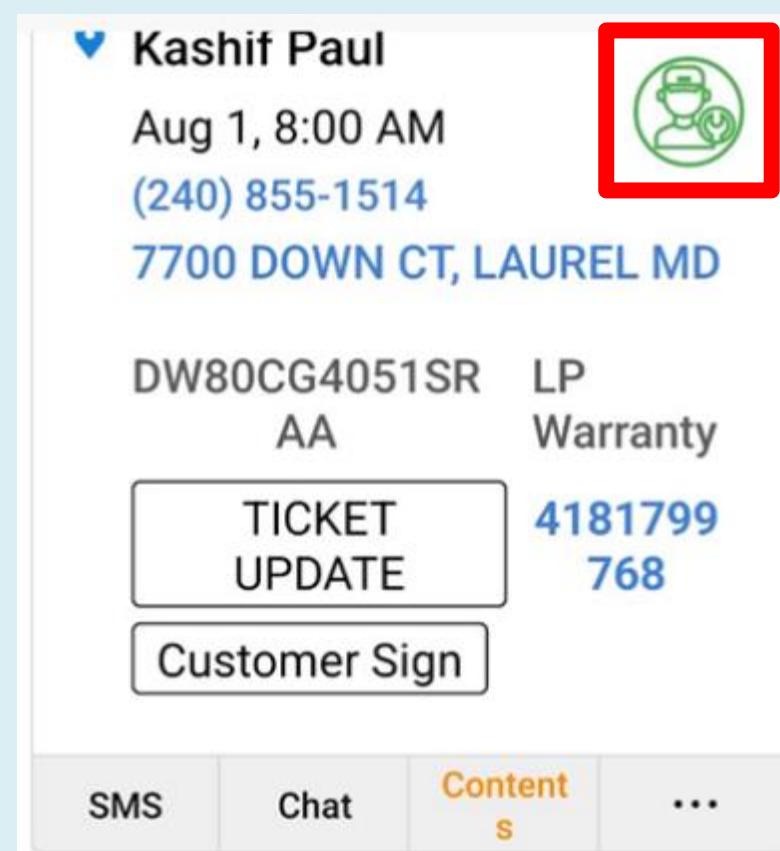
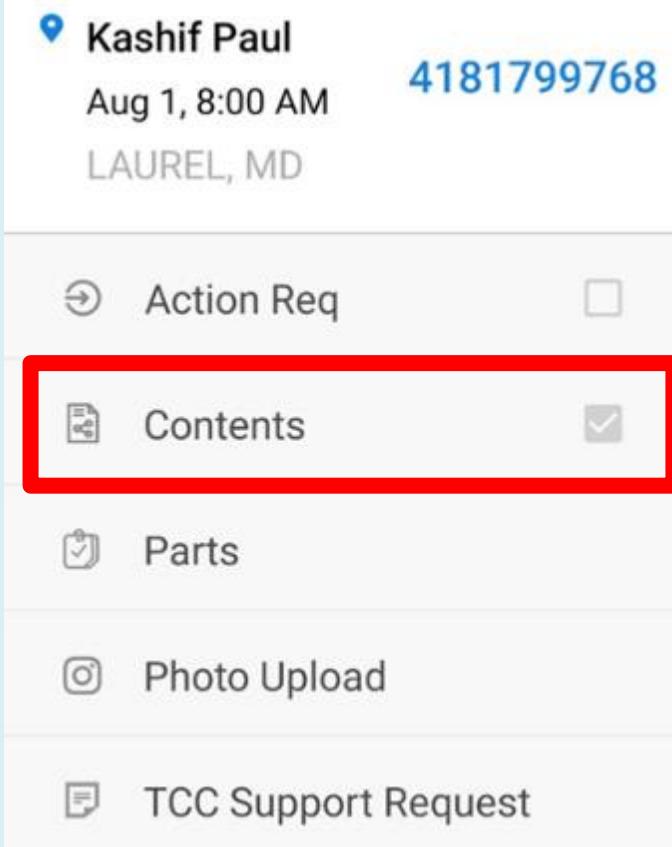
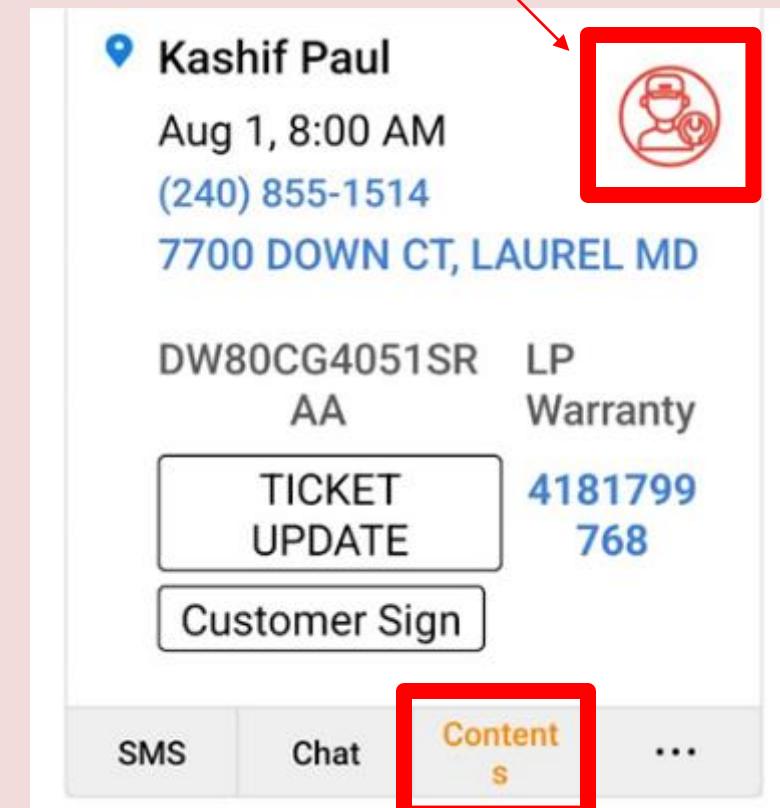
SMART SERVICE

Starting now, we are implementing a Smart Service system. When viewing the ticket list, **If you see a red stamp, it is very important that you click the ‘Contents’ button and check the details.**

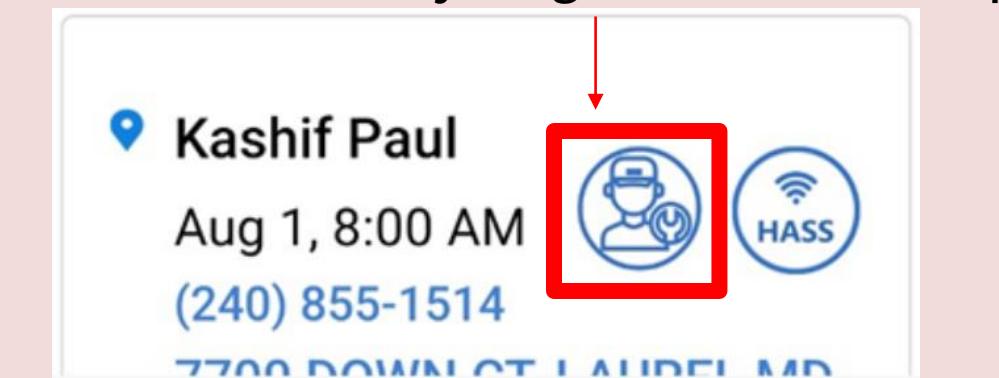
Once the content has been reviewed, the red stamp will automatically change to green, indicating that confirmation is complete.

Please note that blue stamps do not require any action. However, RED STAMP MUST BE CHECKED, and you must make sure they have changed to green after reviewing the content.

if you see a red stamp, Click the ‘Contents’ button and check the details



Once the contents are reviewed, the stamp will turn green



You don't need to do anything for the blue stamp

MPU SAW

The screenshot shows a software interface with the following elements:

- Top navigation bar: Refresh button, BFSC577, IW, LED TV, 15d, Claimed, KKL 07/18.
- Bottom navigation tabs: Tracking, Repair Parts (2), SAW (2) (highlighted in blue), Compensation, Other Information, Billing.
- Data table:

| Category | Status | Requestd |
|----------------------------|----------|------------|
| SRC41 | Approved | 07/15/2025 |
| Warranty Exception Request | Approved | 07/17/2025 |

Need SRC41 (MPU SAW) & Warranty Exception Request

Starting 7/25/2025,

**All HOME ELECTRONICS (HE) products are subject to
MPU SAW/WER.**

This includes MONITOR and B2B Units as well

**If more than one part is required,
please make sure to contact Technical Support (T/S)
and proceed with the diagnosis together.**

There is no separate T/S line for B2B units

- Please continue using the existing T/S contact.

Monthly Training

All technicians are required to complete the assigned STG monthly training.

This training must be completed within the specified period.

Failure to comply may result in disciplinary action or other consequences.

ASSIGNED / NO DUE DATE

VCombo Wireless HASS Connection BE
Required Training Aug 2025

In Progress

...

[Open Curriculum](#)

RF8000 AI Hybrid Cooling BE required training
Aug 2025

In Progress

...

[Open Curriculum](#)

STG Smart Service BE Required Training Jul
2025

Registered

...

[Launch](#)

SPSN

It is essential that you watch the training videos on the SAMSUNG SPSN website. Viewing them will be a great help in enhancing your technical skills, so we strongly urge you to do so.

URL :

[https://support-
us.samsung.com/training/training.jsp](https://support-us.samsung.com/training/training.jsp)

The screenshot shows the SAMSUNG SPSN TRAINING website. At the top, there is a navigation bar with the SAMSUNG SPSN TRAINING logo, a TRAINING button, an ACCOUNT button, and a Logout button. Below the navigation bar, the word "Training" is prominently displayed, followed by "Samsung Product Support Network Training". To the right of the text, there is a photograph of two people's hands writing in a notebook. Below this section, there is a heading "Re-run Video" followed by five video thumbnails, each with a title, date, and time range:

| Title | Date | Time Range |
|------------------------------|-----------|------------------------------|
| Next Level Dishwasher Course | 6/30/2025 | 08:00 AM - 7/5/2025 11:59 PM |
| Bespoke DW Disassembly | 6/30/2025 | 08:00 AM - 7/5/2025 11:59 PM |
| DW OC & OE Codes | 6/30/2025 | 08:00 AM - 7/5/2025 11:59 PM |
| DW Leak Troubleshooting | 6/30/2025 | 08:00 AM - 7/5/2025 11:59 PM |
| DW80 4C, 7C, PC Service Tip | 6/30/2025 | 08:00 AM - 7/5/2025 11:59 PM |

OUT OF WARRANTY

For all OOW (Out of Warranty) cases,
you must collect payment first before starting any
work.

If a customer refuses to pay upfront,
please inform them that company policy does not
allow service to proceed without it.

Trip fees must also be collected before starting
diagnosis.

From 7/25/2025 onward, no OOW service will be
performed without prior payment.

The same applies to Part Coverage Tickets
- You must collect the full labor fee before beginning
any work.
If the customer refuses to pay,
the service must not be performed.

Please be reminded :
OOW service will never proceed without
upfront payment.
Make sure to keep this policy in mind.

****All tickets must be completed on-site ****

All Technicians – Please be mindful of the following:

- 1. All tickets must be updated and completed on-site.**
- 2. Photos taken on-site must be uploaded immediately along with the update note.**
- 3. Make it a habit to complete tickets onsite — do not wait until the end of the day.**

**** If tickets are not completed on time, we will be unable to process claims properly, which may result in payment delays.***

Achieving Your KPI

Samsung operates with a strong emphasis on KPI performance. In many instances, their approach may seem demanding or rigid; however, as a service provider under Samsung, we are obligated to comply with their operational guidelines and expectations.

Key performance indicators such as NPS (Net Promoter Score) and HASS are critical metrics that directly impact the volume of ticket assignments we receive. Unless we consistently meet these KPI targets, Samsung will not allocate additional tickets to us.

It is therefore imperative that all technicians make a concerted effort to improve and maintain strong KPI performance.

Please also be advised that technicians with persistently poor KPI results—particularly in NPS and HASS—may face consequences more serious than a re-contract, if necessary.

In certain cases, Samsung may remove a technician's RA certification.

If this occurs, the lack of RA certification will prevent the company from assigning any further tickets to that technician.

Additionally, we would like to take this opportunity to remind everyone of the importance of **COMPLETING TICKETS ONSITE AND ENSURING TIMELY UPDATES.**