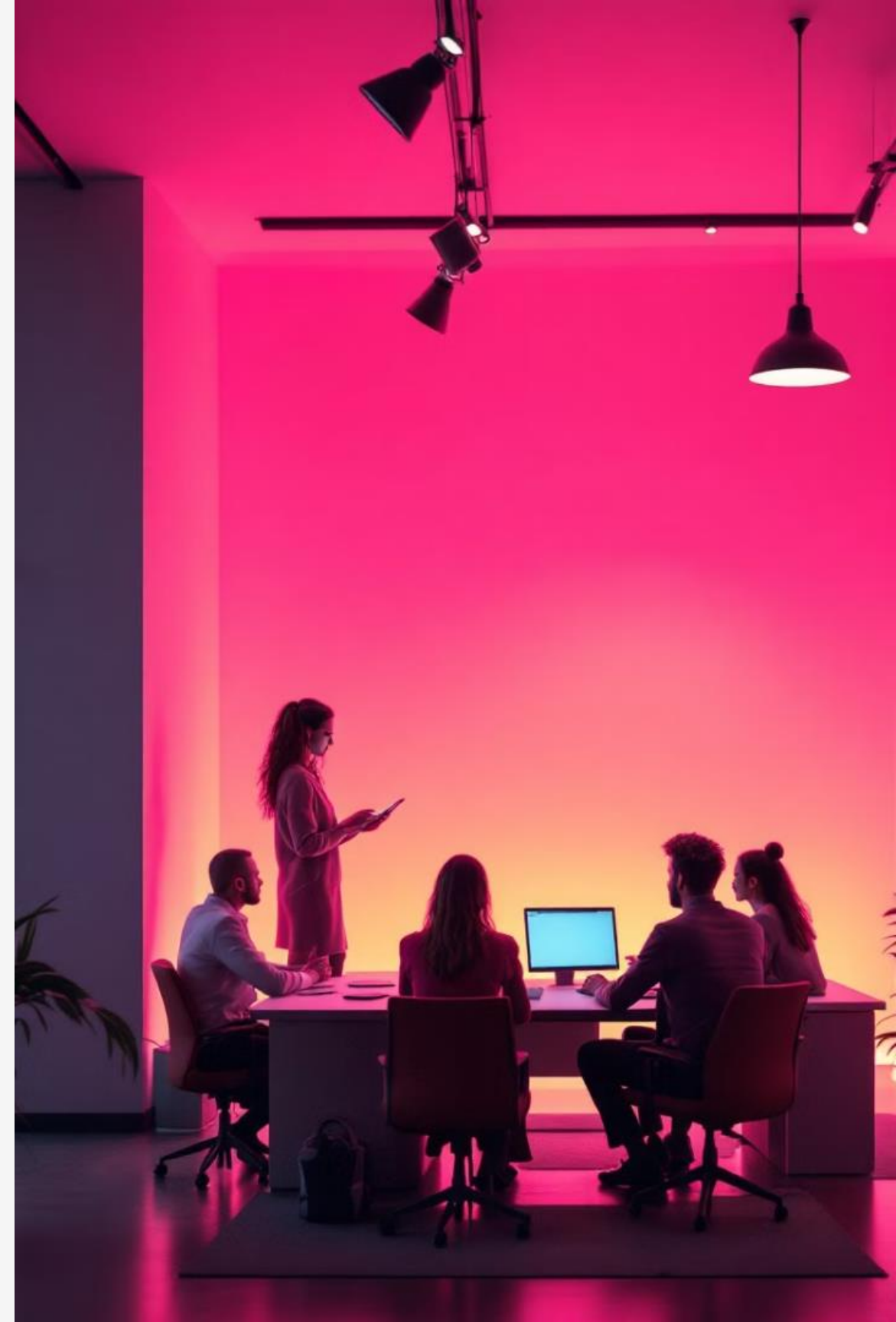


# April Technician Monthly Meeting

Welcome to our April technician Meeting. We'll review March achievements and set goals for continued success in the coming month.



# Meeting Agenda

March's Winner

March's Branch

Monthly Training sessions

Need to increase NPS score

Need to increase HASS percentage

NPS Recontract guide

# March's Winner TARAS & JAEHONG



## March's Winner Each \$1,000.00!!

Taras (FLO) , Jaehong (NYL)

Congratulations to our outstanding performers!  
This month's winners are Taras and Jaehong.

| Tech             | Region | Count | CntScore | TtlScore | NPS  | NPSScore | TTLNPS |
|------------------|--------|-------|----------|----------|------|----------|--------|
| Taras Pankivskyi | FLO    | 23    | 30       | 1900     | 82.6 | 45       | 75     |
| Jaehong Lim      | NYL    | 27    | 30       | 2100     | 77.8 | 40       | 70     |





# March 's Branch : **NYL**

**\$500**

**Branch manager**

Manager will get \$500

**\$500**

**Top 3 technicians**

One tech made 70 points (combined # of survey + NPS) and he will get \$500

**\$2000.00**

**Total amount**

The rule is changed for Best Performed Office on NPS, HSN will grant \$500 for Branch Manager + Top 3 technicians who scored over 70 of the branch. And it will start from March's NPS result.

| Branch | JAN 2025 |      | FEB 2025 |      | MAR 2025 |      |
|--------|----------|------|----------|------|----------|------|
|        | Survey   | NPS  | Survey   | NPS  | Survey   | NPS  |
| FLO    | 78       | 47.4 | 89       | 68.5 | 93       | 61.3 |
| MDB    | 145      | 55.9 | 144      | 63.2 | 124      | 35.5 |
| NJB    | 125      | 62.4 | 125      | 65.6 | 122      | 53.3 |
| NYL    | 81       | 33.3 | 39       | 33.3 | 59       | 71.2 |
| NYR    | 61       | 52.5 | 57       | 59.6 | 38       | 57.9 |
| PAP    | 141      | 65.2 | 147      | 78.2 | 120      | 64.2 |





# 2025 Yearly product Certification



## April 1: 2025 Annual BE RA Renewal Open

2025 Certification content and exams will be available for you to complete by May 15th.



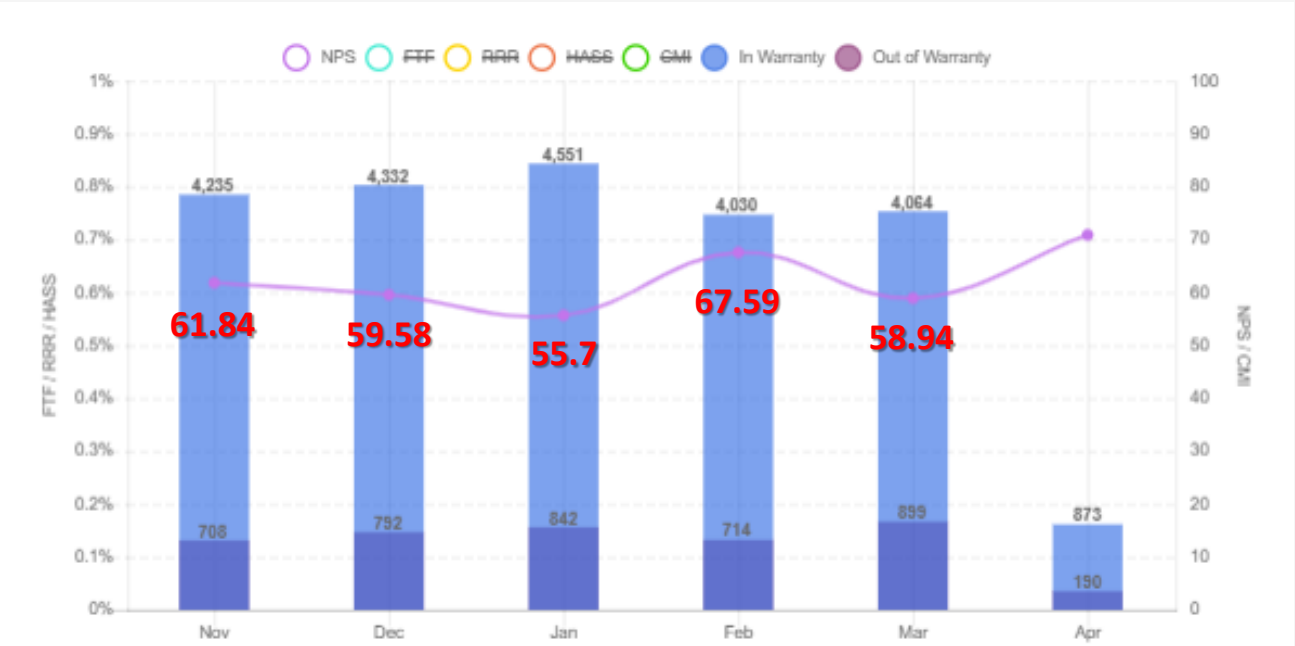
## How long to Complete?

- 2-3 hours : If ALL Monthly LMS Trainings are already completed
- 5-7 hours : If NO Monthly LMS Trainings are completed



Keep in mind that for existing RA Techs to retain their RA for another year, they will need to complete and pass these certifications.

# Need to increase NPS score



The NPS target score is 65.

However, our scores were 55.7 in Jan 2025, 67.59 in Feb 2025, and 58.94 in March 2025.

# Need to increase NPS score

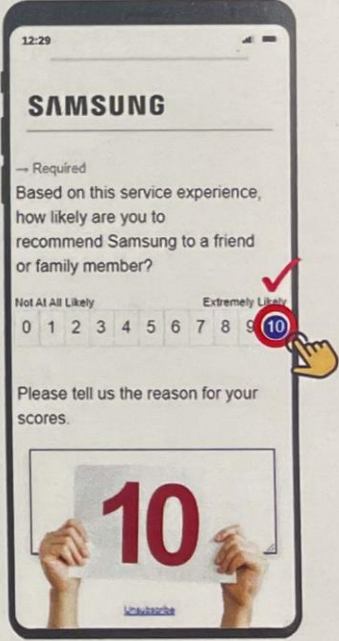

You will receive a short survey from Samsung.

We kindly ask to give the very first question a favorably high score for the technician who serviced your unit today. (See sample to the right)  
**Please support the technician by giving a score 10.** 🙏

Service Technician: \_\_\_\_\_

*"If you have any feedback regarding Samsung products or scheduling, please leave it in the comment section instead of the survey."*

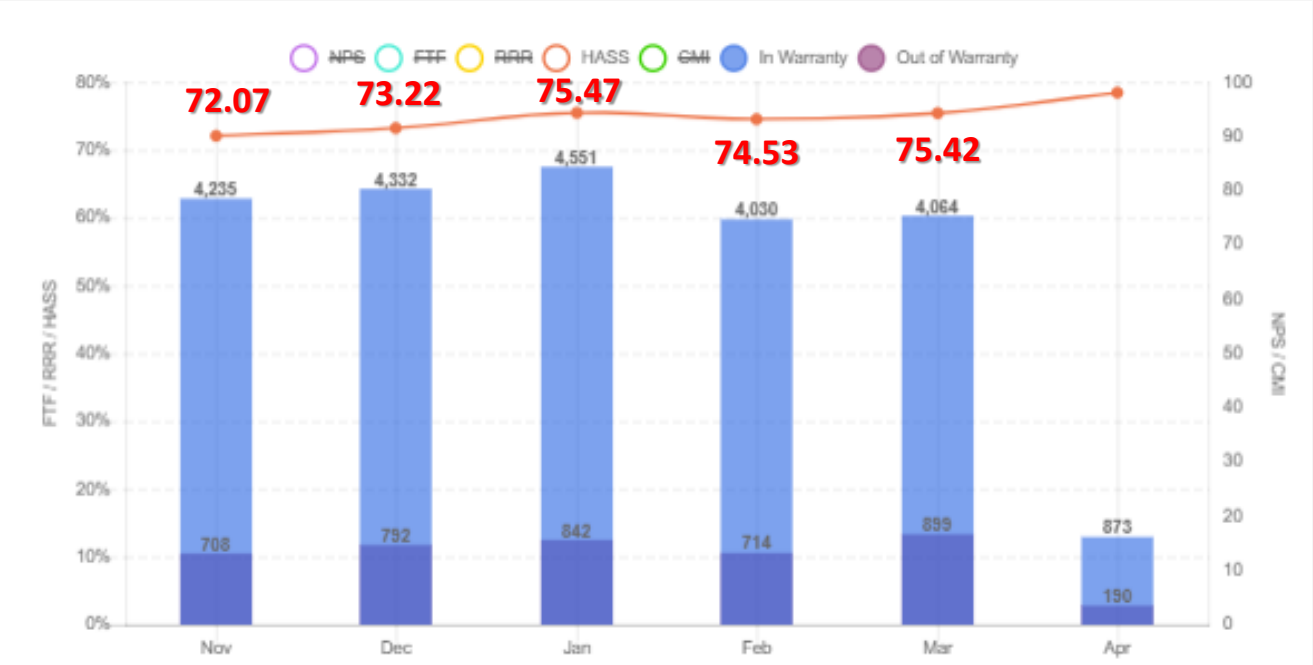
For any Inquiries, please contact us  
Home Service Network (201-672-9501) or  
call at Samsung (1-800-SAMSUNG)



Please hand out an NPS card to CX.  
And inform about the survey.

Be sure to remind your customer,  
that the survey is all about the  
technician.

# Need to increase HASS Percentage



The HASS target % is 80%.

Based on the 3 month avg analysis, the result is 75.14%, significant below Samsung's target of 84%. Efforts to enhance performance are encouraged.



# NPS Recontract Guide

NPS target score : Over 60

HASS Target percentage : 75%

If the target is not met, it will be considered a 'FAIL'.

NPS follows the following regulations

| Tech   | 1 month | 2 month | 3 month | Rating  |
|--------|---------|---------|---------|---------|
| Tech 1 | Pass    | Pass    | Pass    | PASS    |
| Tech 2 | Pass    | Fail    | Fail    | Warning |
| Tech 3 | Fail    | Fail    | Fail    | FAIL    |

- Evaluations are based on the most recent three months.
- If all three months are marked as 'Pass,' the overall result is considered a 'Pass.'
- If the most recent two months are marked as 'Fail,' a warning will be issued.
- If all three months are marked as 'Fail,' it will be considered a failure, resulting in the issuance of a re-contract form which includes a 10% deduction in PPR.
- If a technician fails to meet the NPS score for 3 consecutive months, HSN will issue a re-contract form with a 10% deduction in PPR .
- Every month we choose the top 2 technicians for NPS and compensate them with \$1,000 each.

Thank You

