




May 2025

Technician Monthly Meeting

Welcome to our May 2025 Technician Meeting. We'll review April achievements and set goals for continued success in the coming month.



Meeting Agenda

April's Winner

Recognition for top performing technicians with monetary incentives

April's Branch

Highlighting the best performing branch and their achievements

2025 Yearly product certification

Review of penalty guidelines and best practices to maintain high customer satisfaction

NPS Recontact Guide

Review of penalty guidelines

NPS score

Need to increase NPS score

HASS Percentage

Need to increase HASS Percentage

April's Winner

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\$1,500.00

**Winner Receives
+ Top Branch Receives**



Y C
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\$1,000.00

Winner Receives!

April's Branch : PAP

Recognition

Branch Manager

Manager will receive award for branch excellence

\$500.00

Achievement

Top 3 Technicians

One tech made **70 points** (combined # of survey + NPS) and will receive

\$500.00

Total Amount: \$2,000.00

Branch	APRIL 2025	
	Survey	NPS
FLO	107	72.9
MDB	175	53.7
NJB	187	72.7
NYL	86	67.4
NYR	64	59.4
PAP	135	74.1
SBB	0	0.0
Total	754	66.8

Rule Information

The criteria for the Best Performing Office based on NPS have been updated. Starting with the March NPS results, HSN will award \$500 to the Branch Manager of the winning office, as well as to the top three technicians from that branch who scored over 70.

2025 Yearly RA Certification



April 1: 2025 Annual BE RA Renewal Open

2025 Certification content and exams will be available for you to complete by **May 7th**.



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.

NPS Recontract Guide

NPS target score: Over 60

HASS Target percentage: 75%

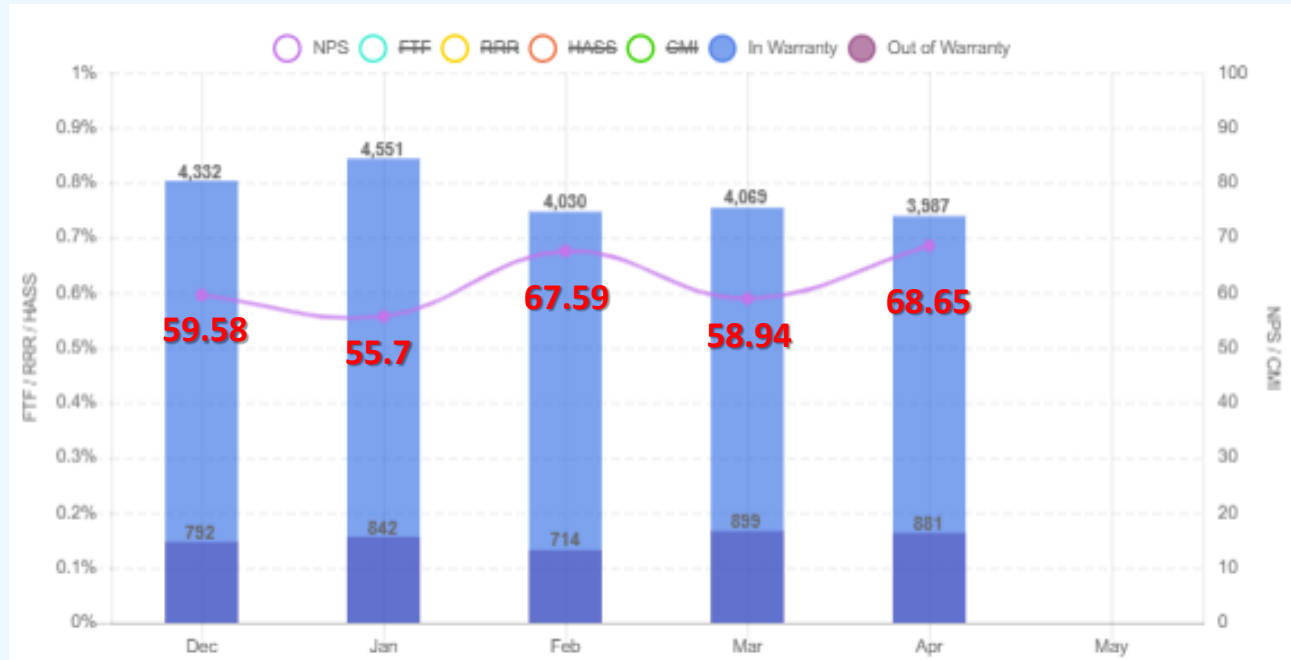
If the target is not met, it will be considered a 'FAIL'.

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. (Start count from March 2025 performance)
- Every month we choose the top 2 technicians for NPS and compensate them with \$1,000 each.

Need to increase NPS score



Overall Target score: **65**

Our next month goal

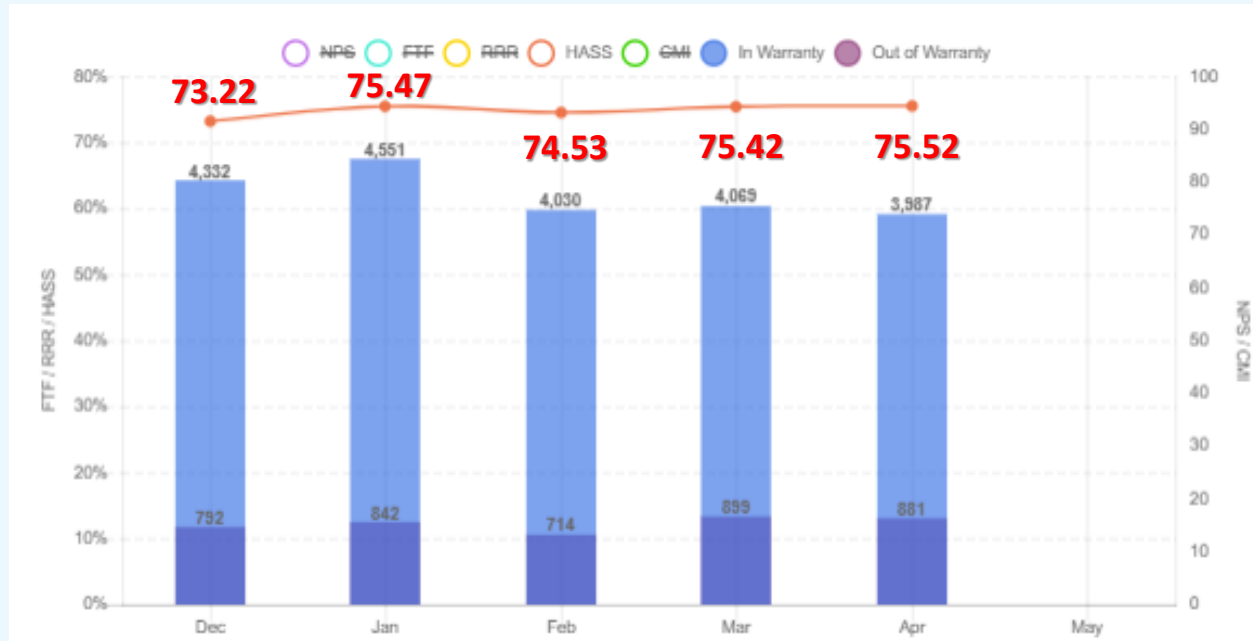
Current score: **68.65**

April score

The NPS target score is **65**.

However, our scores were **67.59** in Feb 2025, **58.94** in March 2025, and **68.65** in April 2025.

Need to increase HASS Percentage



Overall Target: 80%

Our next month goal


Current: 75.52%

April score

The HASS target % is 80%.

Based on the 3-month average analysis, the result is 75.16%, significantly below Samsung's target of 80%.

Efforts to enhance performance are encouraged.



For your dedication and hard work.
Let's continue to excel together and achieve even
greater results in the coming month!