

# June Technician Monthly Meeting

Updates, Achievements, and Important Information



# Meeting Agenda



May's Winners



May's Winner Branch



NPS score Improvement

HASS Percentage  
Improvement

NPS Recontract Guide

STG Monthly Training

TV Panel SN Pictures

SPSN Training Video

ER Auto-Complete System

New HSN Homepage

# May's Winners

\$1000

\$1000

May  
*Winners*  
of the Month!

SUNGWOO HONG

SEUNGHO LEE



# May's Winner Branch : FL



## FL Branch Excellence

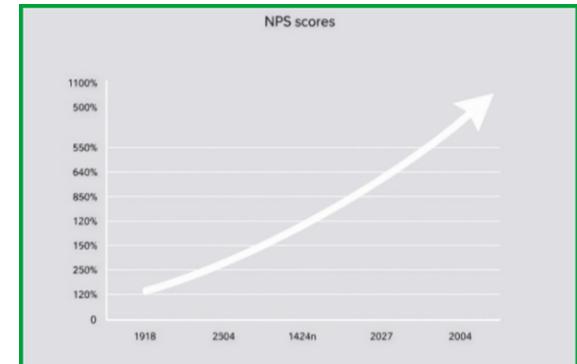
- Branch Manager will receive award for branch excellence

**Hoan (\$500)**



## Top 3 Technicians

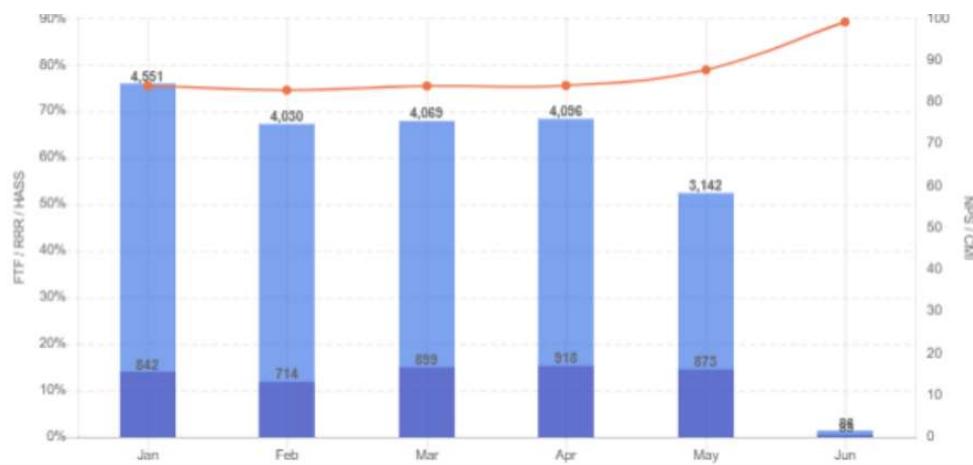
- One tech achieved 70 points
- Combined survey and NPS scores
- May's winner branch technicians are **Taras (\$500)** and **Tinh (\$500)**



## Rule Information

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 started from March's NPS result.

# Need to increase NPS score



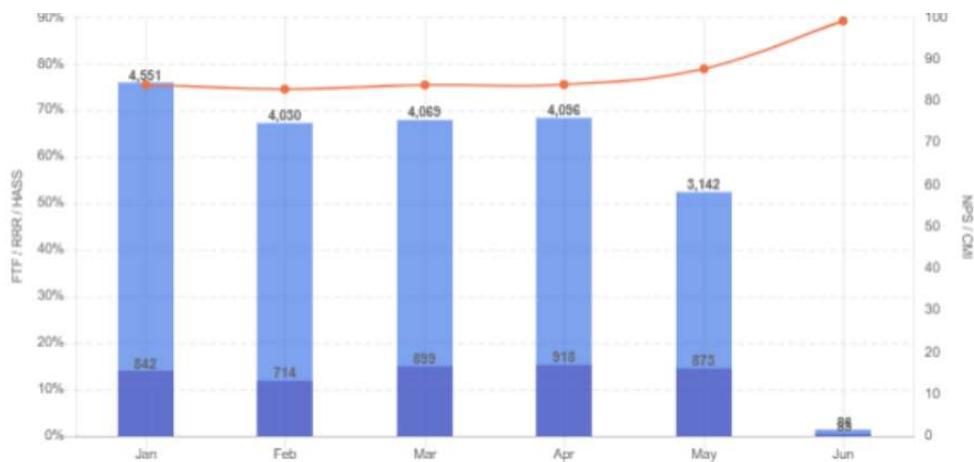
The NPS target score is 70

Current score : **70.44**

Our Net Promoter Score (NPS) has increased by 1.89 points compared to last month, reaching a new high of 70.44.

This achievement reflects your hard work and dedication. Thank you for making this possible!

# Need to increase HASS Percentage



The HASS target % is 80%.

Current : 78.88%

Based on the 3-month average analysis, the result is 76.6%, significantly below Samsung's target of 80%. Efforts to enhance performance are encouraged.

# NPS Recontract Guide

- NPS target score: Over 70
- HASS target percentage: 80%

## Understanding NPS and HASS Targets

- 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.

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

# STG Monthly Training

## Complete Your STG Monthly Training

All technicians are required to complete the assigned training each month. The training content provides practical knowledge that can be immediately applied to real-world tasks.



**CURRICULUM**

**Range Regulator Service Tip BE Required Training Jun 2025**

Last Updated 05/29/2025

**Details**

[Show More](#)

**Contents**

2 Trainings

VIDEO	Range Regulator Service Tip BE Required Training Jun 2025
TEST	Range Regulator Service Tip BE Required Training Jun 2025

**Ratings and Reviews**

**CURRICULUM**

**Range Regulator Service Tip BE Required Training Jun 2025**

In Progress

[Open Curriculum](#)

**CURRICULUM**

**Auto Open Door Leveling BE Required Training Jun 2025**

Last Updated 05/29/2025

**Details**

[Show More](#)

**Contents**

2 Trainings

VIDEO	Auto Open Door Leveling BE Required Training Jun 2025
TEST	Auto Open Door Leveling BE Required Training Jun 2025

**Ratings and Reviews**

**CURRICULUM**

**Auto Open Door Leveling BE Required Training Jun 2025**

In Progress

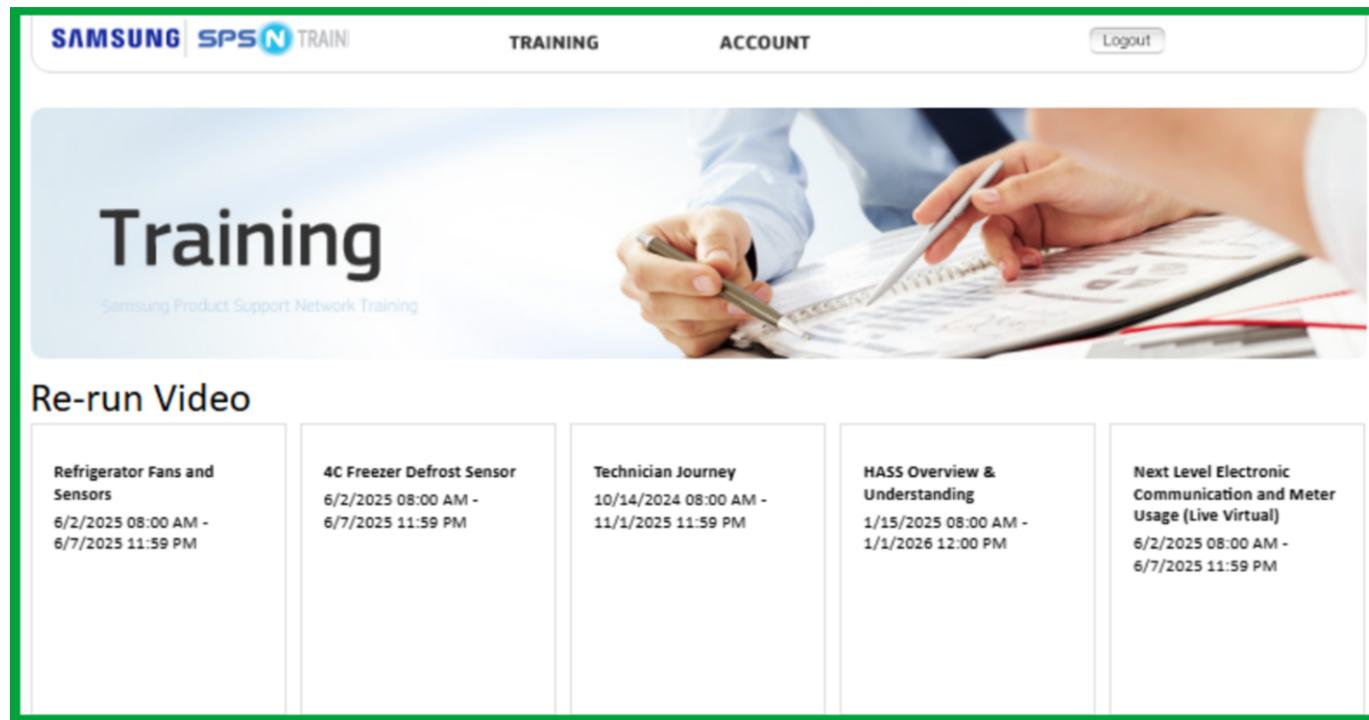
[Open Curriculum](#)

# TV Panel SN label picture must upload

All technicians must upload the old and new panel serial numbers when replacing a panel.



# SPSN Training Video



The screenshot shows the Samsung SPSN TRAIN website interface. At the top, there is a navigation bar with the Samsung logo, the text "SPSN TRAIN", "TRAINING", "ACCOUNT", and a "Logout" button. Below the navigation bar is a large banner with the word "Training" and a subtitle "Samsung Product Support Network Training". A photograph of two hands writing in a notebook is displayed on the right side of the banner. Underneath the banner, there is a section titled "Re-run Video" which lists five training video options:

Video Title	Date Range
Refrigerator Fans and Sensors	6/2/2025 08:00 AM - 6/7/2025 11:59 PM
4C Freezer Defrost Sensor	6/2/2025 08:00 AM - 6/7/2025 11:59 PM
Technician Journey	10/14/2024 08:00 AM - 11/1/2025 11:59 PM
HASS Overview & Understanding	1/15/2025 08:00 AM - 1/1/2026 12:00 PM
Next Level Electronic Communication and Meter Usage (Live Virtual)	6/2/2025 08:00 AM - 6/7/2025 11:59 PM

You can find training videos on the Samsung SNPS website.

Please review them to enhance your technical skills.

URL :  
<https://support-us.samsung.com/training/index.jsp>

# ER Auto-Complete System

We are currently experiencing issues with the ER Auto-Complete system. Please follow the steps below to manually complete the process. Make sure to place the tickets under "Auto Complete".

Version CA01  
Serial No 0GCV3CZK601874E  
Purchase Date  
Warranty Term **Warranty Detail** Labor (2025-12-31), Parts (2025-12-31)  
Warranty Remark  
RB Check  
**Extra Information**  
**Symptom & Repair Guide**  
Service Type Stock Repair  
22 - Display  
17 - Image flickers / Pixelated  
04 - Technical  
Symptom  
Remark  
Defect PIXJ (Jitter)  
Jitter and dark screen  
★ DPR (DEFECTIVE PART REPLACEMENT)  
Replaced part's.  
Repair  
Report Installation Problem Report  
**Inquiry & Resolution**  
Comment  
**Repair History**  
Ticket # Branch

1. Fill in the Defect Code, Defect Reason, Repair Code, and Repair Reason accurately.
2. Click the Save button before clicking the Complete button.

**Need Picture or Serial number tag**  
**Need Picture of Option bytes & error counts**  
**Need Picture of Firmware**  
**[GCIC] Update failed; Unregistered Defect**  
**Type Code Please input correct Defect Type; Invalid warranty defect type.**

**Quick Action**

**Not Completed**      **Completed**

**General Information**

Status Engineer Assigned Sync  
Sub Status

**Customer Information**

Customer Joseph Niang Liability Waiver  
Home Phone [410-570-3949](tel:410-570-3949)  
Cell Phone 1  
Cell Phone 2

3. Once the information is saved, click the SYNC button.
4. After syncing is complete, click the Complete button to finalize the process.

# New Home Service Network Homepage



Introducing our new HSN website

- Easy access with a user-friendly interface
- URL : <https://homeservicenetwork.github.io/edu/>

Main Features and Content of the Website

- Monthly PPT and updates on the latest training information
- Easily check simplified NPS score by Branch
- Easily check OOW fee and Square ID

---

Thank you !