



May Technician Monthly Meeting

Welcome to our May 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

☐ NPS Penalty Guide

Review of penalty guidelines

☐ NDF score

Need to increase NDF score

☐ 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

☐ HASS Percentage

Need to increase HASS Percentage

April's Winner

D J
A U
L N
E G



YOUNG
CHOI

\$1,000.00

Each 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 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 April's NPS result.

NPS Penalty 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.

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.



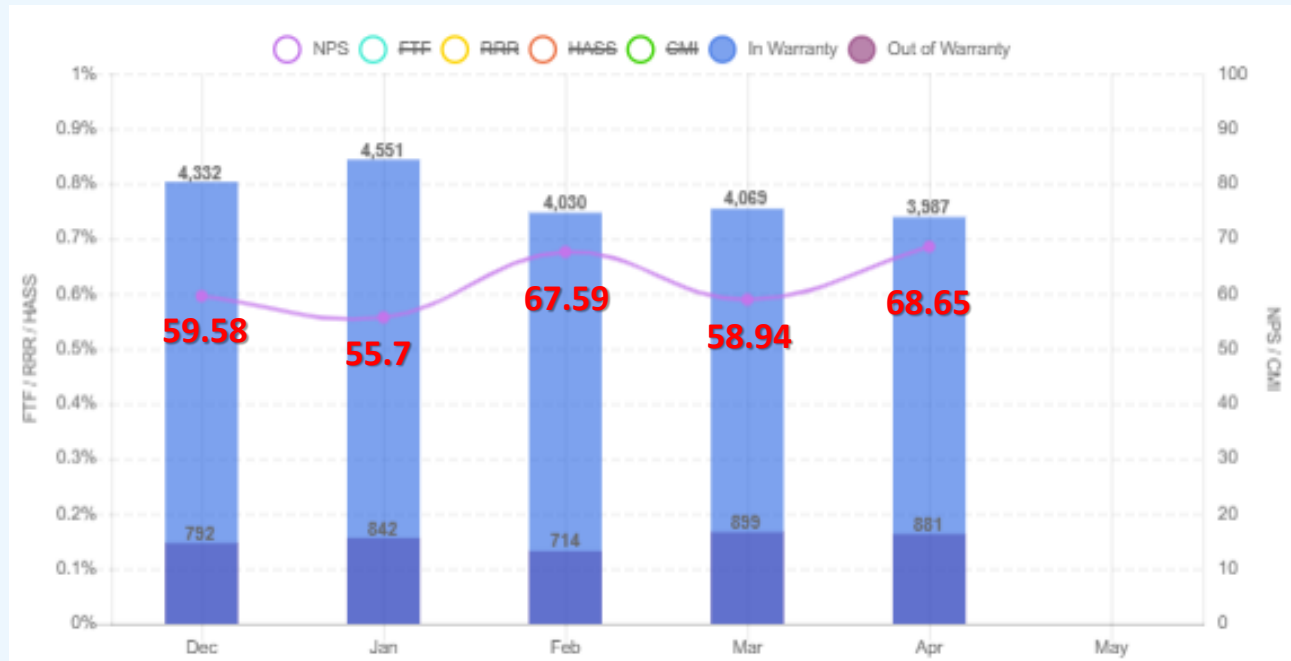
How long to Complete?

- 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 NDF score



Overall Target score: **65**

Our next month goal

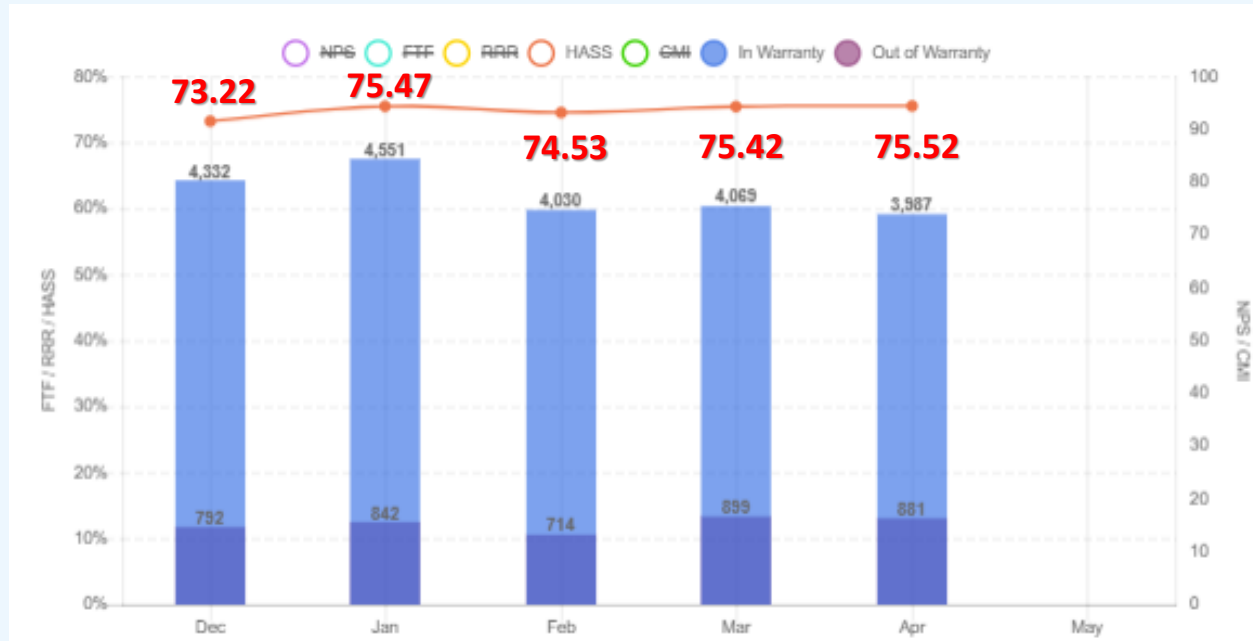
Current score: **68.65**

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 avg analysis, the result is 75.16%, significant below Samsung's target of 84%. 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!