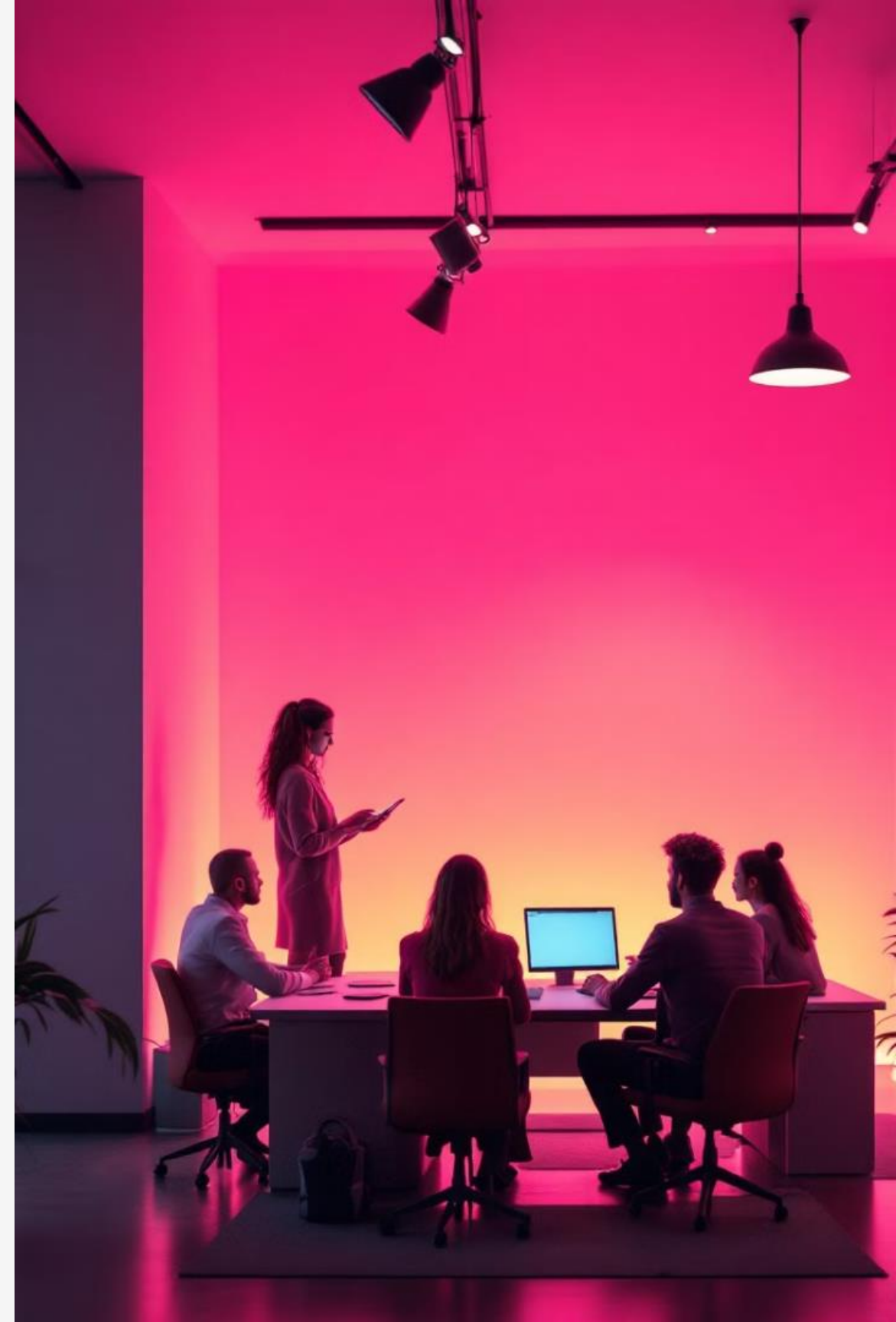


April Technician Monthly Meeting

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 Penalty 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.



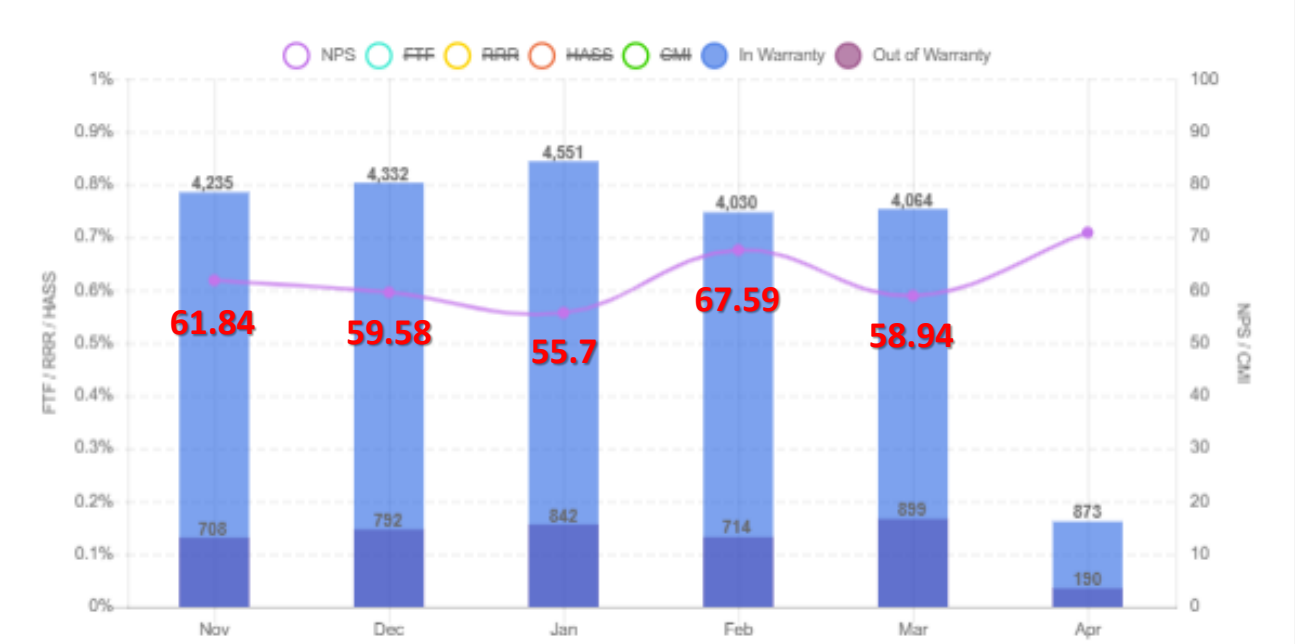
How long to Complete?

- 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

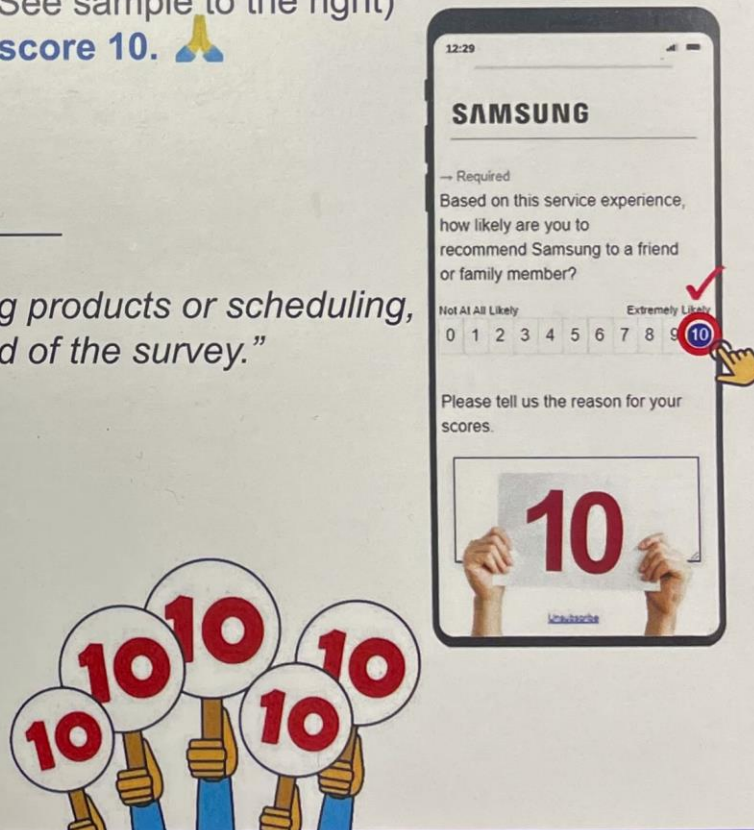
You will receive a short survey from Samsung.

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."

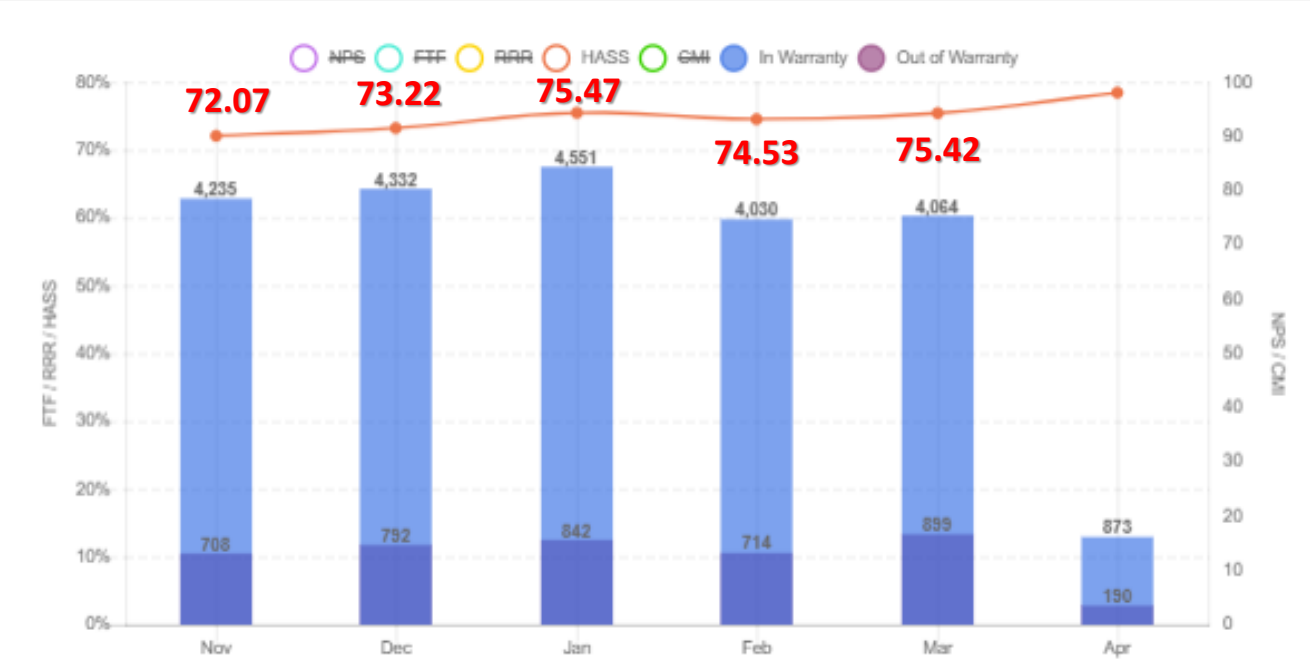
For any Inquiries, please contact us
Home Service Network (201-672-9501) or
call at Samsung ([1-800-SAMSUNG](tel:1-800-SAMSUNG))



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 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 .
- Every month we choose the top 2 technicians for NPS and compensate them with \$1,000 each.

Thank You

