**Technician NPS Management Guidelines**

1. **Understanding NPS and Its Importance**  
   Ensure that all technicians understand the concept of Net Promoter Score (NPS), its impact on customer satisfaction, and its role in measuring overall service quality and customer loyalty.
2. **Communication of NPS Goals**  
   Set clear NPS targets for technicians and communicate them effectively to align individual and team efforts with company objectives.
3. **Monitoring and Tracking Performance**  
   Regularly monitor and track each technician’s NPS to identify areas that require improvement and ensure consistent performance.
4. **Customer Interaction and Professionalism**  
   Emphasize the importance of positive customer interactions, timely service completion, and professional behavior, as these factors directly influence NPS ratings.
5. **Proactive Response to Triage Feedback**  
   Actively incorporate feedback from Triage to address performance gaps and improve overall service quality. Technicians should focus on resolving identified issues quickly and effectively to enhance customer experience.
6. **Focus on Building Empathy with Customers**  
   Encourage Technicians to not only strengthen their technical skills but also develop empathy by actively listening to customer concerns and demonstrating understanding. Building trust and rapport with customers leads to higher satisfaction and improved NPS scores.
7. **Utilization of HASS for Data and Issue Analysis**  
   Leverage **HASS** (a Samsung-developed application) to connect with repaired devices and gather detailed information about the product. HASS helps identify and record issues accurately, enabling the use of data for analysis and continuous improvement. Technicians should use this tool effectively to diagnose problems, enhance service accuracy, and contribute to better long-term performance outcomes.

\*NPS policy guidelines

* NPS Target score: Over 65
* HASS Target percentage: 80%

If the target is not met, it will be considered a ‘Fail’.

**NPS follows the following regulations**



**→ 10% deduction on PPR per ticket**

* 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.

All evaluations are conducted under the authority of the Triage team. Evaluations and ratings may vary depending on the technician’s individual circumstances, ticket situations, and Triage reviews. Please note that these KPI management guidelines are designed not only to manage individual technician performance but also to drive the development of the Home Service Network (HSN). We kindly ask you to thoroughly familiarize yourself with these guidelines and adhere to them.