

	NESDA/ISCET Association Function/Meeting		Professional Certification Prep/ Testing		Technical Seminar
	Food/Beverage Function		General Interest (<i>all attendees</i>)		Management Seminar/NMSC
	Closed/Private Meeting (<i>by invitation only</i>)		New Attendee Function		Trade Show and Exhibitor Breakouts

This schedule is subject to change. Coffee is provided during the First Timer Orientation
All meal functions will be held in the Grand 3 ballroom except for Wednesday lunch in Trade Show
Please see hotel maps in your registration packet. Our meeting rooms are located on the first level of the Sheraton Hotel.

Mon - Tue

MONDAY April 1 • Registration Desk Open 11 a.m. - 6 p.m.	
1:30 - 6 p.m.	Trophy 1
NESDA Board Meeting	
6 - 8 p.m.	Grand Atrium
Welcome Reception — Cocktails and Appetizers, sponsored by Sheraton DFW Hotel, Irving, Texas	
TUESDAY, April 2 • Registration Desk Open 7:30 a.m. - 6 p.m.	
7:30 - 8 a.m.	Galleria 1
First Timer Orientation. If this is your first NPSC, this session is highly recommended. It will help you choose the events that will best fit your needs. Door prizes! Hosted by Paul Burgio.	
8 a.m.	Grand 3
BREAKFAST — Sponsored by Mitsubishi	
9:15 - 11:30 a.m.	Trophy 1
NESDA Past Presidents (<i>Closed Meeting</i>)	
9 a.m. - 12 noon	Galleria 4
SEMINAR: How to Get into the Appliance Business Trainer — Pete Rattigan CET+/-CSM/MST/CSR, ISCET Immediate Past President	
9 a.m. - 12 noon	Galleria 2
SEMINAR: Samsung Home Appliance Technology. Water Wall Dishwasher, Empathy, Family Hub REF, STG & HAAS tools. Trainer -- Dennis Viereck, Sam Nash --Samsung Samsung (<i>alternate session 1:15-4:15 p.m.</i>)	

Tuesday

9 a.m. - 12 noon	Galleria 3
SEMINAR: Phillips Electronics Training Training on the Philips55PFL5903/F7, 65PFL5703/F7 and 75PFL5603/F7 TVs. Training and troubleshooting on previous models will also be included. Trainer — Mickie Martin, Funai (Alternate Session Tuesday 1:15 - 4:15 p.m.)	
Noon	Grand 3
LUNCH — Sponsored by NSDA/ISCET	
1:15 - 4:15 p.m.	Galleria 2
SEMINAR: Samsung Home Appliance Technology. Water Wall Dishwasher, Empathy, Family Hub REF, STG & HAAS tools. Trainer -- Dennis Viereck, Sam Nash -- Samsung Samsung (<i>alternate session Tuesday - 9 a.m. -- 12 noon.</i>)	
1:15 - 4:15 p.m	Galleria 3
SEMINAR: Phillips Electronics Training Training on the Philips55PFL5903/F7, 65PFL5703/F7 and 75PFL5603/F7 TVs. Training and troubleshooting on previous models will also be included. Trainer — Mickie Martin, Funai (Alternate Session Tuesday 9 a.m. - 12 noon)	
1:15 - 4:15 p.m.	Galleria 4
SEMINAR: LG Appliance Training. Trainer — John Stanton, LGE LGE (<i>alternate session Wednesday 9 a.m. - 12 noon</i>)	

Tue - Wed

4:30 p.m.	Grand 4
KEYNOTE ADDRESS: Chris Smith, CEO - OnPoint	
6 - 7 p.m.	Grand Atrium
COCKTAILS — Sponsored by Encompass, NSA, & OnPoint	
7 p.m.	Grand 3
DINNER —Sponsored by Encompass, NSA, & OnPoint (An Event to Remember)	
WEDNESDAY April 3 • Registration Desk Open 7:30 a.m. - 6 p.m.	
7:30 - 8 a.m.	Galliera 1
First Timer Orientation. If this is your first NPSC, this session is highly recommended. It will help you choose the events that will best fit your needs. Door prizes! Hosted by Paul Burgio .	
8 a.m.	Grand 3
BREAKFAST — Sponsored by Panasonic	
9 a.m. - 12 noon	Galleria 2
SEMINAR: Samsung 2019 DTV Technology Operation, Troubleshooting and Service for 2019 and Q Series. Trainer -- Sam Narsh, Samsung (alternate Session Wednesday 3 - 5 p.m.)	
9 a.m. - 12 noon	Galleria 4
SEMINAR: LG Appliance Training Trainer -- John Stanton, LGE LGE (<i>alternate session Tuesday 1:15 - 4:15pm</i>)	
9 a.m. - 12 noon	Galleria 1
SEMINAR: Relationship Marketing- This is an interactive audience participation class. Bring your success stories to share with others on how you are marketing to new customers and how you are retaining your existing customers.	
Trainers — John Wilkins, CSM/MST/CRS/A+ & Dave Thomas CSM/MST	

Wednesday

12 noon - 1 p.m.	Grand 1-2
LUNCH — in Trade Show, sponsored by NESDA/ISCET	
12 noon - 3 p.m.	Grand 1-2
TRADE SHOW (FIRST HALF)	
3- 4 p.m.	Galliera 1
EXHIBITOR BREAKOUT: Encompass Supply Chain Solutions, Inc., Trainer - Encompass	
3- 4 p.m.	Grapevine 1
EXHIBITOR BREAKOUT: Service Bench “Best Practices” Learn how to become more profitable and embrace technology with tips, tricks and professional insight from your Asurion Team. Get more jobs, increase your ratings, and operate more efficiently in the office and on the road. Meet with Service-Bench and Asurion professionals and provide your feedback. Presented by ServiceBench and Asurion. Trainer --	
3 - 5 p.m.	Galleria 3
EXHIBITOR BREAKOUT: CDA Software. Bonnie Schweitzer, Paul Perry, Brandon Davis and Dan Frezza. Introduction to the ALL NEW CDA v10 including a new and enhanced scheduler offering real-time job mapping, Route Optimization and improved management flexibility. Completely re-designed for Cloud services and real-time integration with MobileCda, Service Bench, Service Power, NSA and more. The new, re-designed MobileCda now handles auto picture Attachments, credit card processing, and real-time updating. Also introducing “Pidgins”, a new CDA product offering un-paralleled customer communication. Don’t miss this presentation!	
Trainers -- Bonnie Schweitzer, Paul Perry, Brandon Davis, and Dan Frezza, CDA Software	

Wed - Thu	
3 - 5 p.m. SEMINAR: LG Panel Diagnostics Current field issues and what technicians seem to be having problems with in the field: On boarding tool options (All 2018 boards) Wi-Fi Issues Use of Smart TV Power jig (2019 Update) Driving an OLED panel using TV jig Service menus -- Host Diagnostic menus Trainer — Mark Gierszewski, LGE	Galleria 4
3 - 5 p.m. SEMINAR: Samsung 2019 DTV Technology Operation, Troubleshooting and Service for 2019 and Q Series. Attendees will get free STG access for 1 year Trainer -- Sam Narsh, Samsung (alternate Session Wednesday 9 a.m.-12 noon)	Galleria 2
3 - 5 p.m. EXHIBITOR BREAKOUT: ServicePower Working with ServicePower Trainer -- Windell Vicente	Grapevine 2
4- 5 p.m. EXHIBITOR BREAKOUT: Warrantech Working with Warrantech Trainer -- Dave Valesquez, Warrantech	Galleria 1
5 - 7 p.m. TRADE SHOW (SECOND HALF) — Cocktail Party in Trade Show Area - Sponsored by NSDA/ISCET - Drink ticket provided	Grand 1 & 2
THURSDAY April 4 • Registration Desk Open 7:30 a.m. - 6 p.m.	
8 a.m. BREAKFAST — Sponsored by Warrantech/NESDA	Grand 3
9:10 a.m. - 10:15 a.m. SEE SEPARATE SCHEDULE NEXT COLUMN Servicer Information Symposiums (First Half of Companies). <i>Small group meetings with manufacturers and TPAs. You will have an opportunity to visit with 4 or more different companies.</i>	

Thursday	
COMPANY	ROOM
Mitsubishi Consumer Electronics	Galleria 1
Asurion	Lakewood 1
Hisense	Lakewood 2
Samsung Electronics	Galleria 2
ServiceBench	Galleria 4
Service Power	Galleria 3
10:30 a.m. - 11:30 a.m. SEE SEPARATE SCHEDULE Servicer Information Symposiums (Second Half of Companies). <i>Small group meetings with manufacturers and TPAs. You will have an opportunity to visit with 4 or more different companies.</i>	
COMPANY	ROOM
Warrantech	Galleria 1
Duro Corporation	Galleria 3
National Service Alliance	Galleria 2
LGE	Balleria 4
Funai	Lakewood 2
12 noon LUNCH— Sponsored by NESDA/ISCET	Grand 3
1:30- 3:00 p.m. Service Summit <i>(Closed Meeting)</i>	Grand 4 A&B
1:00- 3:00 p.m. SEMINAR: Duro Corporation - Appliance Training Trainers -- Andy Cheong, Jose Marquez	Galleria 4
2:30- 3:30 p.m. SEMINAR: Customer Service Representative (CSR) Trainer -- Chris Marshall, ISCET	Galleria 3
3:30 - 4:30 p.m. SEMINAR: New NESDA Website and New Forums Trainer -- Mack Blakely, NESDA/ISCET	Galleria 3

3:00 - 5:30 p.m. SEMINAR: NSA Sharp Inductive Cook Top, Wall Oven, and Microwave Drawer Trainer — Steve Gelman CET, NSA	Galleria 1
5:30 - 7 p.m. NESDA Town Hall/Annual Membership Meeting/Election of Officers	Galleria 2
7 - 7:30 p.m. NESDA Incoming Board Meeting	Galleria 2
7:30 - 11 p.m. THURSDAY EVENING — ON YOUR OWN	
FRIDAY April 5 • Registration Desk Open 7:30 a.m. - 6 p.m	
8 a.m. BREAKFAST — Sponsored by ISCET	Grand 3
9:15 a.m. - 12:15 p.m. ISCET Board of Directors/ISCET Annual Membership Meeting	Trophy 1
9 a.m. - 12 noon SEMINAR: Customer Interaction and Process Improvement (NESDA Service Management College) This course is designed to be a comprehensive class covering multiple aspects of customer interaction during the service process. This course is about much more than customer service. It covers a wide array of customer interactions within a service event. Whether you are a single person service provider or a large service center managing multiple departments and personnel, this course has something for everyone! This is a hands-on workshop class and by the end of this course, you should have a completed written policy defining the customer interaction process at each point of contact within your company as well as the customer service standards for all personnel. Trainers—Dave Thomas CSM/MST and John Wilkins CSM/MST/CSR/ A+	Galleria 2
9 - 10 a.m. Hall of Fame Honorees <i>(Private Meeting)</i>	Galleria 3
12 noon - 1:30 p.m. LUNCH — ON YOUR OWN	

1:00- 3:00 p.m. SEMINAR: Duro Corporation - Appliance Training Trainers -- Andy Cheong, Jose Marquez	Galleria 4
3:00 - 5 p.m. SEMINAR: Cryptocurrencies Wayne Peterson managed investment assets, including gold and silver bullion, for individuals and qualified plans for over 30 years. For the past two years he has been personally investing in cryptocurrencies (Bitcoin) and sharing his investment views. Trainer: -- Wayne Peterson, FrameWork 2 LLC	Galleria 2
3:00- 5 pm SEMINAR: Wi-Fi Configuration and Repair Trainer — Dan Mundy CET/CSM	Galleria 1
1:30 - 5 p.m. CERTIFICATION TESTING FOR CERTIFIED ELECTRONICS TECHNICIAN (CET) Certification Testing for Certified Electronics Technician (CET), Certified Service Manager (CSM), Customer Service Representative (CSR), Appliance Service Technicians (NASTeC), and other certifications by ISCET. (No test to begin after 2:30 p.m.) Please register at the registration desk for all exams. Exams can be scheduled at other times. If possible, check at the registration desk for information.	Gallaria 3
6 - 7 p.m. Cocktail Party	Grand Atrium
7 p.m. NESDA/ISCET Awards Banquet	Grand 2