

Hall of Fame Nominee

Phil Whitehead, Mcap

Phil Whitehead has been a member of PSA since 2000. During that time, Phil has dedicated his time to improving the technical abilities of technicians by means of training and direct support.



Phil created the PSA Service Library in 2008 giving members the ability to access service manual information on demand in a customer's home by means of a flash drive. This advancement of technology eliminated the long waits on the telephone for factory service to respond. It also eliminated the need for Wifi connections in areas where internet is unreliable.

In 2010 Phil created the Basic Appliance Training (BAT) program to bring basic training to local distributors throughout the country in order to get technicians in the field and new technicians the training they need to perform at a higher level of expertise. Phil continues to work on developing new programs designed to keep technicians up to speed on new technology as our industry evolves and changes.

Phil is PSA's original authorized technology instructor and continues to teach classes for the BAT program and at the National Appliance Service Convention (NASC) which is PSA's annual convention. Phil also has helped the certification committee in its efforts to keep the Certified Appliance Professional (CAP) exam up to date and relevant to today's technology.

Phil has received many awards from PSA including the President's Award and several Director's Awards for his work and dedication to other technicians in the field to become all that they can be in serving consumers.

Phil's many contributions and his desire to help other technicians in the industry should make him a stellar candidate for the PSA Hall of Fame.

Ron Sawyer

PSA