



PSA 2024 Appliance Service Convention CLASS SCHEDULE



Sunday --- September 22, 2024					VERSION. 36
3 pm - 7 pm	Registration Desk Open				
8 am - 5 pm	Certification Testing - Vector - Hans & Team				
6 pm - 7 pm	New Attendees & Convention Information Meeting - Latitude				
Storage	Grand Ballroom VI & VII for the duration of the convention				
Office					
Monday --- September 23, 2024					
6 am - 5 pm	Registration Desk Open				
7 am - 8 am	WELCOME BREAKFAST - Portsmouth Ballroom (2nd floor)				
9:50 am - 10:10 am	Morning Break - Break Area				
12:00 pm - 1:00 pm	LUNCH - Portsmouth Ballroom (2nd floor)				
2:50 pm - 3:10 pm	Afternoon Break				
ROOMS / TIMES	8 am - 9:50 am	10:10 am - 12 p.m.	Lunch	1:00 pm - 2:50 pm	3:10 pm - 5:00 pm
Vector	Certification Testing Hans & Team			Certification Testing Hans & Team	Testing Continues but No New Tests will be started after 3:00 pm
Grand Ballroom IV	132 LG Heat Pump Dryer and All in One Combo Dan Wood / Anthony Hollingsworth	LG signature Washer and Dishwasher Dan Wood / Anthony Hollingsworth			How to Grow with Warranty and Extended Warranty Work Discussion Host John Wilkins
Grand Ballroom I II & III	72 Basic Electricity in Todays Appliances - Charles (Chuck) Kramer			Today's Refrigeration in Appliances - Steve Gelman	
Amphitheater	70 Samsung Dishwasher Steve Polzin	Round Table Discussion of Industry Issues Steve Polzin		Bosch Dishwasher Brent W	Bosch Refrigerator Brent W
Elevation	55	How to Navigate the PSA Service Library Carmine D'Alessandro			
Illustrator	50 Growth Strategies and Scaling Mike Carson / Service Alliance	Vulkan Lockring uses and applications. Sean Allen, Jeremie Hedges and Jesse Lentini		Customer Service Excellence Everett Johnson / Service Alliance	Service Power HUB Everything you need to know for warranty and claims management Heather Mills
Latitude	30 Introduction to the PSA Business Track / Peer Groups, Why are they important?. Ralph Wolff & Don Harris	What Should I say?---- Helping techs deal with pain points in the home. Linda Knudsen		MGT Becoming a Business Specialist Financial Statements Virtual CFO	MGT Wrenches to Riches, Getting out of the truck and into the office Don Harris
Axis	30 Office			Office	
Grand V	24 Rossware - ServiceDesk Basics, Part 1	Rossware - ServiceDesk Basics, Part 2		Rossware - Rosswarepay	
Admiral Boardroom (2nd floor)	30 LG Television Service Joe Cobia			ServiceWorks - AI-Driven Predictive Triage in Field Service Management with ServiceWorks Suparba Panda	SOAP (Subjective, Objective, Assessment Plan) Streamlining Your Notes for Appliance Service, Susan Callahan
Commodore Boardroom (2nd floor)	30 Asurion--- Business Operations Controlling Expenses, Improving Productivity and listening to the customer Bobby Hall	Asurion --- Growing Revenue Improving Revenue, Opportunity to Expand and Key revenue Metrics Bobby Hall		Asurion--- Cost of Doing Business Bobby Hall	
Dinner on your own					
LEGEND >>>	MANUFACTURER CLASS	PSA TECHNICAL CLASS		PSA BUSINESS CLASS	VENDOR CLASS
	OUTSIDE RESOURCE	CERTIFICATION TESTING		Hotel will provide Storage Area	Electronics Classes



PSA National Appliance Service Convention CLASS SCHEDULE



Tuesday --- September 24, 2024					# 36
7 am - 5 pm	Registration Desk Open				
6 am - 7 am	Early Morning Coffee & Idea Exchange -Latitude - Mike Callahan				
7 am - 8 am	BREAKFAST - Portsmouth Ball Room (2nd floor)				
9:50 am - 10:10 am	Morning Break				
12:00 pm - 1:00 pm	LUNCH - Portsmouth Ball Room (2nd floor)				
2:50 pm - 3:10 pm	Afternoon Break				
ROOMS / TIMES	8 am - 9:50 am	10:10 am - 12 p.m.	Lunch	1:00 pm - 2:50 pm	3:10 pm - 5:00 pm
Vector	Certification Testing Hans & Team			Certification Testing Hans & Team	Testing Continues but No New Tests will be started after 3:00 pm
Grand Ballroom IV	Whirlpool Laundry and Dishwashers Mike Trushinsky			9 Google Business Solutions You Shold be Using. Livia Giovanni	Choice Manufactured Parts The Value of Manufactured Parts Phil Ernst & Craig Roozem
Grand Ballroom II & III	Liebherr Core Product - Refrigeration Michael Pullano & Tiffany	Liebherr - Refrigeration - Built-in combination refrigerator and freezer Michael Pullano & Tifany		General Electric--- Combo Waher and Dryer Scott Brooks & Shenika Middleton	Electrolux --- Cooking; Front Control Range, Cooktop, and Single Wall Oven James Drew
Amphitheater	G.E. Haier SmartHQ Service app Juan Morales			Samsung Refrigeration Steve Polzin	
Elevation	My Office Help - Boosting Team Performance with D.I.S.C	ZLINE		Understanding the Principals and Operational Features of Microwaves Steve Gelman	Midea Refrigerators Matt Halk
Illustrator	Implementing Standard Opeerating Procedures TK Cousins / Service Alliance	Taking the mysteries out of laundry and dishwasher detergents. Proctor & Gamble Diane Hoffman		Networking and Building Strategic Partnerships Zack Crider / Service Alliance	Vulkan Lockring uses and applications. Sean Allen, Jeremie Hedges and Jesse Lentini
Latitude	CSR Front Line Customer Service in Today's Enviroment Linda Knudsen & Katie Callahan	MGT Cost of Doing Business , Why is it important to know what your CODB?. Don Harris		Basic Gas applications in today's appliances Linda Knudsen	Taking the mystery out of you financials. P.S You DON'T need to be an accountant. Don Harris
Axis	Office				
Grand V	Rossware - Introduction to SD-mobile			Rossware - Managing Stocking Inventory in ServiceDesk	Rossware - Managing Part Request in ServiceDesk
Admiral Boardroom (2nd floor)	LG Television Service Joe Cobia			Encompass EZ Stock Program Mike Munns	Encompass Encompass University Mike Munns
Commodore Boardroom (2nd floor)	Asurion--- Business Operations Controlling Expenses, Improving Productivity and listening to the customer Bobby Hall	Asurion --- Growing Revenue Improving Revenue, Opportunity to Expand and Key revenue Metrics Bobby Hall		Airsled --- Introductions of new products and review of existing products	SKILLS and Educators meeting Greg Doster / Randy Carney
2 PM - 3:30 PM	Tradeshov set-up in Portsmouth				
3:30 PM - 4:30 PM	Tradeshov Vendors Meeting in Ballroom				
5 PM - 8 PM	Tradeshov Opens in Portsmouth Ballroom with Cocktail Social (Cash Bar) - and assorted Hor D'ouvers				
5 PM - 8 PM	The Nation's Top Tech Contest				
Dinner on your own					
	MANUFACTURER CLASS	PSA TECHNICAL CLASS		PSA BUSINESS CLASS	VENDOR CLASS
LEGEND >>>	OUTSIDE RESOURCE	CERTIFICATION TESTING		Hotel will provide Storage Area	Electronics Classes



PSA National Appliance Service Convention CLASS SCHEDULE



Wednesday ---September 25, 2024					# 36
7 am - 5 pm	Registration Desk Open				
6 am - 7 am	Early Morning Coffee & Idea Exchange -Latitude - Mike Callahan				
7 am - 8 am	BREAKFAST - Portsmouth Ballroom (2nd floor)				
7 am - 2:00 pm	Tradeshow - Portsmouth Ballroom (2nd floor)				
9:50 am - 10:10 am	Morning Coffee Break				
11:30 am - 1:30 pm	LUNCH - Portsmouth Ballroom (2nd floor)				
2:50 pm - 3:10 pm	Afternoon Coffee Break				
ROOMS / TIMES	8 am - 9:50 am	10:10 am - 11:30 p.m.	Lunch	1:30 pm - 2:50 pm	3:10 pm - 5:00 pm
Vector	Certification Testing Hans & Team			Certification Testing Hans & Team	
24				Testing Continues and ends today but No New Tests will be started after 3:00 pm	
Grand Ballroom IV	132 LG Heat Pump Dryer and All in One Combo (repeat) Dan Wood / Anthony Hollingsworth	LG Signature Washer and Dishwasher (repeat) Dan Wood / Anthony Hollingsworth		Whirlpool Laundry and Dishwashers Mike Trushinsky	
Grand Ballroom I, II & III	72 Electrolux ---Cooking; Front Control Range, Cooktop, and Single Wall Oven James Drew	General Electric Combo Waher and Dryer Scott Brooks & Shenika Middleton		Liebherr Core Product - Refrigeration Michael Pullano & Tiffany	Liebherr - Refrigeration - Built-in combination refrigerator and freezer Michael Pullano & Tiffany
Amphitheater	70 CDA Software	CDA Software		CDA Software	CDA Software
Elevation	55 Sharp Commercial Microwaves Steve Gelman	ZLINE		MGT Capture More Money on Your Service Call Mike Callahan	Midea Dishwashers and Ranges Matt Halk
Illustrator	50 SEO for Appliance Repair Companies Mike Carson / Service Alliance	Negotiating Warranty Rates Mark Pollitz		Vulkan Lockring uses and applications. Sean Allen, Jeremie Hedges and Jesse Lentini	Taking the mysteries out of laundry and dishwasher detergents. Proctor & Gamble Diane Hoffman
Latitude	30 MGT Becoming a Business Specialist- Disaster planning Ralph Wolff	Key Performance Indicators (KPI's) and Critical Drivers) Don Harris		Attorney - Employment Law Essentials for Small Business Owners Josh Jewett Esq	Airsled --- Introductions of new products and review of existing products
Axis	30 Office				
Grand V	24 Rossware - Maximizing ServiceDesk Tools for Scheduling & Routing			Rossware SD-Mobile Best Practices	Rossware - Questions and Answers
Admiral Boardroom (2nd floor)	30 Maximizing Service	Service Yoda Training - Bruviti Paul Greenland			
Commodore Boardroom (2nd floor)	30	Discover Service Bench's Latest Features and Elevate Your Technicians' Experience Gene Yong		Asurion	
5 PM - 6 PM	Cocktail Social (Cash Bar) - Portsmouth Ball Room				
8 AM - 2 PM	The Nation's Top Tech Contest Continues				
6 pm	PSA Annual Banquet - Portsmouth Ball Room				
LEGEND >>>	MANUFACTURER CLASS	PSA TECHNICAL CLASS		PSA BUSINESS CLASS	VENDOR CLASS
	OUTSIDE RESOURCE	CERTIFICATION TESTING		Hotel will provide Storage Area	Electronics Classes



PSA National Appliance Service Convention CLASS SCHEDULE



Thursday --- September 26, 2024				# 36
7 am - 11 AM	Registration Desk Open			
7 am - 8 am	BREAKFAST - Portsmouth Ball Room (2nd floor)			
9:50 am - 10:10 am	Morning Break			
ROOMS / TIMES		8 am - 9:50 am	10:10 am - 12 p.m.	
Vector	24			
Grand Ballroom IV	132			
Grand Ballroom I, II & III	72	Thor Product overview Journey	Dave	
Amphitheater	70			
Elevation	55	Miele Coffee Systems Knudsen	Linda	
Illustrator	50	Basic Electricity in Today's Appliances -		Charles (Chuck) Kramer
Latitude	30	Today's Refrigeration in Appliances -		
Axis	30	Office	Office	
Grand V	24	Rossware - Streamlining Communications in ServiceDesk		
Admiral Boardroom	30			
Commodore Boardroom (2nd floor)	30	Asurion		
Room 6	CONVENTION CONCLUDES at 12:00 We would like to thank you for being a part of NASC 2024, SEE YOU NEXT YEAR!			
LEGEND >>>	MANUFACTURER CLASS	PSA TECHNICAL CLASS	PSA BUSINESS CLASS	VENDOR CLASS
	OUTSIDE RESOURCE	CERTIFICATION TESTING	Hotel will provide Storage Area	Electronics Classes