

# ProService

Magazine

A Journal of NESDA and ISCET • June 2003

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NPSC 2003

Reno,

Nevada

Don't Miss It!

**PLUS:**

- Viewing the Passing Parade
- NESDA & ISCET President's Reports
- NPSC Preliminary Schedule Enclosed

**www.nesda.com**  
**www.iscet.org**

**An official journal of NESDA  
(National Electronics Service  
Dealers Association), and ISCET  
(International Society of Certified  
Electronics Technicians).**

#### **Purpose**

ProService Magazine, a publication for members of NESDA and ISCET, is produced by NESDA, the National Electronics Service Dealers Association, 3608 Pershing Ave., Fort Worth, TX 76107. It is intended for the enlightenment, education and entertainment of the members of NESDA and ISCET.

With the exception of official announcements, the statements and opinions expressed herein are those of the authors and not necessarily those of the associations.

Unless otherwise clearly indicated, neither NESDA nor ISCET endorses any company, product or service appearing in any article in this publication.

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## **Upcoming Events**

#### **TEA Annual Convention**

June 6-8, 2003

Houston, TX

t-e-a@texaselectronics.org

#### **COMDEX 2003**

November 15-20, 2003

Las Vegas, NV

www.key3media.com

#### **2003 Mid-Atlantic Electronics Conference**

June 20-22, 2003

Dover, DE

vpea.exis.net

#### **2004 International CES**

January 8-11, 2004

Las Vegas, NV

www.ce.org

#### **National Professional Service Convention and Professional Service Trade Show (NPSC) 2003**

July 15-19, 2003

Sparks (Reno), NV

www.nesda.com

*If you would like your event listed  
in this section, please contact  
stephanie@nesda.com or call  
817/921-9061 ext.13.*

#### **CEA Industry Forum & Fall Conference**

October 13-15, 2003

Carlsbad, CA

www.ce.org



**Welcome to our newest ISCET Student Chapter:  
ATI - Career Training Center in Hurst, Texas.**

## Viewing the Passing Parade

*By Ed Clingman, ISCET Administrator*

As the contemporary poet Edgar Guest had observed — It is better to be a friend to Man than sit by the side of the road and hurl the cynic's ban.

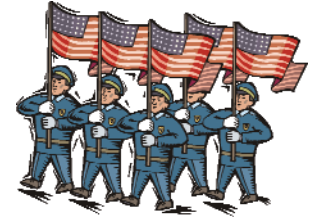
Take a minute from your busy day and seize the opportunity to view up-close the passing ISCET parade. Many opportunities await at the NPSC Convention in Reno, Nevada being held July 15-19, 2003.

ISCET President, George Brownyard, has pretty well given you the salient features in which ISCET is participating in his message in this same edition of ProService Magazine...but just to emphasize:

The Membership Meeting — All members of ISCET can attend.  
Find out what's happening and what's going to happen.

The Certification Administrators Conference — See the new Online systems for testing and education demonstrated.

You can become a vital part of the ISCET parade. See your friends who are already participating in ISCET. JOIN THE PARADE.



**NPSC 2003 • Reno, Nevada**  
**July 15-19, 2003**  
**[www.nesda.com/npsc](http://www.nesda.com/npsc)**  
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and we were listening. . .

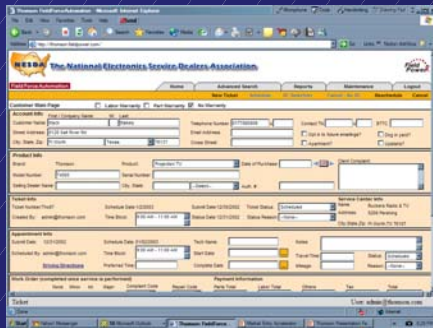
## EXPANDED BENEFITS

- Save time - Spend less time on the phone with manufacturers checking status of appointments – and more time working!
- Increase revenue - Direct scheduling of repairs by manufacturers
- Save time – *NEW!* Export capability to avoid double entry with your existing system
- Improve claims collections – *NEW!* Processing warranty claims through tie ins to your existing claims processing system – avoid rejection of warranty claims
- Convenient customer billing – *NEW!* Invoice printing
- Save time - Decreased missed appointments - Automated telephone and email appointment reminders

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- Free trial usage of the full FieldPower system

Easy to use  
web interface –  
no special software  
required!!



Join the 50+ service centers already using  
NESDA FieldPower for scheduling and receiving  
calls from manufacturers!!

**Manufacturers are already using NESDA/FieldPower to send appointment requests to service centers, including Toshiba and Hitachi, and many more are to follow!**

"I envision NESDA/FieldPower becoming an integral part of our interaction with independent field service providers, and a dynamic way to keep abreast of what is happening with our product in the field."

- Walt Herrin, Director of National Service, Hitachi

"I think NESDA/FieldPower is the way of the future. The future is getting closer by the minute!"

- Kent Newsom CSM  
Advanced Electronics, Inc.  
Lubbock, TX

**Join NESDA/FieldPower today!**

Log on to [www.nesda.com](http://www.nesda.com) and  
download PDF application form, or  
email to [info@nesda.com](mailto:info@nesda.com)

NESDA/FieldPower is a joint effort of:



[www.mcmelectronics.com](http://www.mcmelectronics.com)

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[www.repairworld.com](http://www.repairworld.com)



# Preparing For A Season of Service

By John Eubanks CET, NESDA President

Whenever things are going well, that may be a reminder to reassess your operations since nothing can continue without replenishment. Sometimes very minor adjustments are all that are needed, while at other times major changes could be required to prepare for new conditions that are likely to be encountered. This is a perpetual responsibility for effective leadership in every establishment — similar to watching the road ahead as you drive. Often perceptions are substituted for research when reaction time becomes a critical element of accomplishment.

We are subjects of perception just as we are subjected to perceptions. No way out! Whenever speaking, acting or reacting we may be transmitting perceptions to others consciously or otherwise, just as we are always forming them.

Some may think that service is without season, but they would be wrong. Service is seasonal with definable dates that may vary somewhat determined by the area that you conduct business. There are two major factors that define the season in our area. They are weather and televised sporting events. The lightning capital of the world also resides here in sunny upper Florida with its belt apex close to Gainesville. Area consumer electronics service demands a shift

into second gear after the first lightning storms of the year, which normally occur daily around the middle of June. The season then kicks into high gear with the arrival of football season towards the end of July, producing service backlogs in almost every service facility. These service requests remain on cruise control until the Super Bowl is played when our season ends.

What should you do about that? Recognize opportunity is on the way and prepare to take advantage of your area's season of service. This year NPSC 2003 will be held July 15-19 in Reno, Nevada. Do you think you can't afford this event? Wrong perception! This is an event you simply can't afford to miss if you want to be prepared for these seasonal opportunities. You can attend training on the latest products along with business management sessions to whet all those future-harvesting abilities. In addition, opportunities for problem resolution (ranging industry wide to individual) are available through scheduled open roundtable discussions and one-on-one manufacturer symposiums. Probably the greatest benefits are within the many opportunities for introduction and fellowship with such a wide range of attending industry management. Friendships with memories formed here last throughout a lifetime.

There isn't any prediction to prepare you for all the fun you are likely to experience at NPSC just through associating with your peers. Here even those considered big shots on your list are likely to become friends by some mutual encounter. You will discover NESDA/ISCET members are our most important individuals at this gathering. We have meetings to greet first time NPSC attendees so that they can be introduced and benefit equally with regulars from all available opportunities offered at this convention. In addition, a prize will be given to a lucky first time attendee with a drawing to identify the winner. It is a certain that you will leave with more friends than you arrived with. Beyond that no one knows what you may observe.

Last year's NPSC held in Orlando was in a very modern facility lacking little if anything in the way of guest comforts, but provided an unexpected discovery. Upon arrival everything appeared clean and well taken care of by recent renovations. My bath facility was immaculate with very nice bathroom fixtures exceeding all my bathing perceptions. When showering there was plenty of hot water with the showerhead in perfect working order. Everything was just as perceived until I left the shower with towel in hand.

Those having failed to yet reach an "age of understanding" may not appreciate the necessity to sit down to dry lower extremities. Enjoy this while you may, time will soon rob you of that luxury. Aging knees no longer allow me to stand upon one foot to dry the other one. Lowering the toilet lid to sit down allows one with such conditions to reach wet toes. I noticed the toilet had a

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## ISCET President's Article



# Take Advantage

By George Brownyard CET, ISCET President

It's an unfortunate fact that training on the new technologies used in consumer electronics is sorely lacking. In part it is a result of the highly competitive sales arena. Manufacturers now have fewer funds allocated for training. The reasons for this can be discussed in another forum. But for the technician, the immediate concern is how to get the necessary training. One affordable way is to pack your bags and head to the NPSC convention this July.

I have yet to find a technician attending a NPSC to not feel that this was the best opportunity for training available in today's

world. There are virtually non-stop seminars being scheduled. In addition to the training, you will be able to interact with the instructors and other technicians.

It's not just the seminars that are of benefit, but the opportunity to meet and discuss problems in the industry with manufacturer representatives.

If you are an instructor, or a technician that would like to give your input about what is being taught in schools today, there will be an instructors forum to discuss what is going on today and setting future goals.

ISCET will be demonstrating our new

"online" test delivery program. It will be the first of its kind in the industry. Testing will become much easier.

To prepare you for the exams, ISCET will be introducing "online" delivery of test preparation training.

These new programs are due in part to feedback we have received at previous sessions at past conventions. You can make a difference! Don't fail to take advantage of all that is offered at NPSC.

Don't miss the ISCET annual membership meeting either. You will be able to give direct input on the future of ISCET.

I want to hear from as many technicians as possible at NPSC. So look me up while you are there. I will be available to discuss any issue with you.

Let's I forget, you're going to love all the social events as well.

(Continued from page 7)

plastic lid and knew when wet buttocks rest upon such a smooth surface they create a vacuum that will become a problem when trying to depart. I then covered the lid with a towel to avoid creating such a sticky situation. While seated on the towel-covered lid while attempting to position one foot within arms reach to dry wet toes, shifting my weight caused this flimsy plastic toilet lid to buckle with a rather loud sound. The noise

paled when compared to the degree of weightlessness it induced in my equilibrium. Momentarily I thought I was in the dumper for sure. That plastic held although not without audible protest. Recalling how often my wife had reminded me to lose weight I broke into laughter with the reality I never perceived any clue of the onset of such a startling event.

I am now condemned to testing every plastic toilet lid in the bathrooms where I lodge. I may tape a towel over those tacky mirrors in them too so that I don't continually have to look at that fat guy staring back at me from the mirror. What could you carry away with you from NPSC?

[www.ptscorp.com](http://www.ptscorp.com)



## New NESDA Members from 3/14/2003 to 5/1/2003 (Continued)

(Continued from page 6)

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[www.aysssoftware.com](http://www.aysssoftware.com)



by Ed Clingman, ISCET Administrator

### **CA's Go To Reno:**

The CA Conference is tentatively set in the NPSC 2003 Schedule for July 17, 2003 from 9:00 AM until 12:00 Noon. Exact location in John Ascuaga's Nugget will be advised at the convention. C.W. Villademoros CET/PhD will narrate and give you the benefit of his experiences in building a rewarding practice administering ISCET examinations.

Don't miss it! We will be learning about the new Online Testing System (OLT) and how it will work, complete with hands on demonstrations. In addition the Online Learning System (OLL) will be demonstrat-

ed. Both of these systems will bring big things to ISCET.

Where is ISCET headed? This is the question we hear from many of you. The answers will be explained in Reno, as well as an open forum where you can give us your ideas and how it should be done.

**FREE Convention Registration** for Thursday 7/16 through Saturday 7/19 for any CA that has not attended the convention previously is being offered. This includes meals where they are a part of the convention activities, including the banquet and dance Saturday night. Make your reservations by June 15 to obtain the convention rate. Registration does not include hotel room.

There will be a lot of good opportunities to swap stories, meet new friends as well as greet old friends.

ISCET is moving ahead — Won't you go with us.

### **Student Chapter News:**

Here's a big "Well Done" to Hugh Johnson and Roger Wendler at the Education America Student Chapter in Matairie, LA. The Chapter has just elected officers and adopted their By-Laws. The

officers are:

Chairperson: Gary Ragusa  
Vice Chairperson: DeShawn Harness  
Secretary: James McGee  
Treasurer: Desiree Cargo  
Representative: Morris Young III

All of our best wishes go to these newly elected officers and the sponsors. ISCET is behind you 100%.

Congratulations to all of our Student Chapters for their work in furthering the electronics education of young men and women.

In the April edition of ProService Magazine you saw some of the people involved in a Student Chapter and their work with each other.

There will doubtless be other activities and other Student Chapters formed. At this time we have applications pending for two new ones.

The ISCET Board will consider the report of the Committee assigned to update the structure of the Chapters at their July meeting. There will be good news to tell you in the next issue about some new benefits and ideas. Keep up the good work.

Welcome New CA's from 3/13/03 to 5/1/03: Lynn Orlowski of Trenton, NJ & Kip Siewert of Fort Worth, TX  
Welcome to the ISCET Family!

[www.tristatemodule.com](http://www.tristatemodule.com)

[www.tritronicsinc.com](http://www.tritronicsinc.com)