

# ProService Magazine

A Journal of NESDA and ISCET • August 2004

www.nesda.com • www.iscet.org

## NPSC 2004 Coverage



- New Officers
- New Electronics Industry Hall Of Fame Members

**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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## *What's Inside: Table of Contents*

2004-2005 Officer Elections .....	3
2004 NESDA/ISCET Awards .....	4
822 in Attendance at NPSC 2004 .....	5
2004 Professional Service Trade Show .....	5
NPSC 2004: Week in Review .....	6-8
NESDA Industry Angels .....	9-10
Electronics Industry Hall of Fame: New Members .....	10
NESDA President's Article .....	11, 13
Can We Talk? .....	12
Viewing the Passing Parade — ISCET News & Views .....	14
Welcome New Associates & CET's .....	15, 17-19
ISCET President's Article .....	16

## *Index of Advertisers*

AYS Software .....	3
PTS Electronics .....	12
MCM Electronics .....	11
Electronix Corp. ....	17
Tritronics .....	Back Cover

## *Upcoming Events*

### **TEA Management Institute**

October 1-2, 2004

Salado, TX

Stagecoach Inn

### **National Professional Service Convention and Professional Service Trade Show (NPSC) 2005**

July 26-30, 2004

The Rosen Centre

Orlando, FL

www.nesda.com

**ATTENTION READERS:**  
After this issue ProService  
Magazine will be an ONLINE  
publication that will be found only  
at [www.nesda.com](http://www.nesda.com), except for the  
June and August issues.

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





# 2004 NESDA/ISCET Awards



**RICHARD MILDENBERGER**  
**OUTSTANDING NESDA OFFICER AWARD —**  
 Fred Paradis CSM



**LEO SCHUMAVON AWARD —**  
 Leo Cloutier CSM



**OUTSTANDING COMMITTEE CHAIRMAN**  
**AWARD —** Bill Sims CSM (presented by Gerry  
 McCann CET/CSM/EHF, at right)



**PARTners in Excellence —** B&D Enterprises  
 Accepted by Al Citro (left) and Cary Citro (right)  
 (George Weiss CSM/EHF, center)



**PARTners in Excellence —** PTS Electronics  
 Accepted by Dave Melwid (left)  
 (presented by Wayne Markman, right)



**PARTners in Excellence —** Tritronics, Inc.  
 Accepted by Randy Williams (left), Kim Wagner  
 (center), Jim Scarff (right)



**ISCET TECHNICIAN OF THE YEAR —**  
 Alvie Rodgers CET, Hitachi  
 (presented by Jim Fellows CET/CSM, right)



**PERSON OF THE YEAR —** Chris Fabian, Toshiba



**NATIONAL FRIEND OF SERVICE —**  
 Larry Tinkler, Pioneer



**REGIONAL FRIEND OF SERVICE —**  
 Steve McNeil CSM, Thomson  
 John Scott, Toshiba  
 Chad Tremble, Sony (pictured above with presenter,  
 Steve Kaplan CSM, at right)



**ISCET PRESIDENT'S AWARDS —**  
 Dennis DeLaurier (Pictured at right with Jim Fellows  
 CET/CSM)  
 Don Winchel CET/CA/EHF  
 Jose Efrén Castillo Sarabia

**M. L. FINNEBURGH, SR. AWARD**  
**OF EXCELLENCE —** Bob Masa CSM

**NESDANET PARTICIPATION AWARDS —**  
 Alvie Rodgers CET  
 Gary Thompson CSM  
 Bob Waterman CET  
 Dan Mundy CET  
 Dave Wreski CET

**NESDA PUBLICATIONS AWARD —**  
 Massachusetts ETG State News; John White, Editor

**NESDA PRESIDENT'S AWARDS —**  
 Fay Wood, SatisFusion, Inc.  
 Mack Blakely, NESDA/ISCET Executive Director

# 822 in Near-Record Attendance at NPSC 2004

822 attendees came to “Connect to the Future” of NPSC and NESDA/ISCET at the 2004 National Professional Service Convention sponsored by NESDA and ISCET, held in Nashville at The Renaissance Hotel July 27-31. This was the highest attendance in recent years. Included were training, networking, opportunities to socialize, sponsored meal events and even a golf outing at a local golf course. Many individuals and companies share the credit for making this year’s event successful. It is not possible in the limited space available to show or list everyone who helped, so these pages will present a general view of the events held during the week.

The Trade Show was held July 29-30, and featured 37 exhibitors in 51 booth spaces. Those strolling through the show had the chance to visit with exhibitors and gain product knowledge about everything from business software to test equipment. Drawings for donated door prizes during the show helped make it exciting and interesting.

This year’s schedule was packed with so much technical training that it was difficult to decide between the many sessions. There were also management sessions on CET and CSM exam preparation sessions, and the annual Best Ideas Contest moderated by Gerry McCann CET/CSM, to name a few.

For anyone new to NPSC, first-timer sessions were held early each morning to give anyone new to the convention tips on how to get the most out of each day’s activities.

Attendees were treated to buffet and seated meals with a wide variety of good eats, as well as door prizes where lucky folks won everything from DVD players to big-screen televisions.

Whether or not you attended this year’s convention, make plans now to attend NPSC 2005 in Orlando, FL July 26-30. The Rosen Centre Hotel in Orlando will be the site. An early registration form is included with this magazine so you can get the best rate available, or you can register online at [www.nesda.com/npsc](http://www.nesda.com/npsc).

Photo Contributors: Sheila Fredrickson, Stephanie Miller, Gerry McCann, Ken Kopp (WaCA/SatisFusion)

## 2004 Professional Service Trade Show



## 2004 Trade Show Booth Participants

- AON Warranty Group
- B&D Enterprises
- Certified Service Center Program
- Computer & Monitor Maintenance
- Cumberland Electronics
- Custom Data Associates
- Cyber City TeleServices
- Equifax
- Harp Software Solutions
- Howard Electronic Instruments
- H.R. Diemen
- Image Microsystems
- JVC
- Key Prestige
- LG/Zenith
- MCM, an In One Company
- Mitsubishi
- NESDA/ISCET
- Ness Electronics
- NEW
- Pacific Coast Parts
- Panasonic Services Company
- Philips
- PTS Electronics
- Samsung
- Sencore
- ServiceBench
- ServiceNet, LLC
- Sony
- Tennessee Organ Donor Services
- Thomson Inc.
- Toshiba
- Tritronics
- VAC Service Corp.
- Warranty Corporation of America/
- SatisFusion, Inc.
- Warrantech

## 2004 NPSC Sponsors

Meal Sponsors  
(In Order of Event):  
Renaissance Hotel  
Pioneer  
Thomson  
Sharp  
Panasonic  
Samsung  
Philips  
Toshiba  
Sony  
Hitachi  
NESDA/ISCET

Wednesday Evening  
Cocktails — Andrews Electronics;  
Tritronics, Inc.; and Fox  
International

Friday Evening  
Group Outing to the Grand Ole  
Opry — JVC

Friday Evening  
Bus Sponsors — B&D  
Enterprises; KeyPrestige; Philips;  
Tritronics, Inc.; WaCA/SatisFusion

Coffee Breaks — PTS Electronics

NPSC Golf Outing — Tritronics

### Service Information Symposium Participants

Federal Warranty  
GE Customer Care  
Hitachi  
Kenwood  
KeyPrestige  
JVC  
LG-Zenith  
Mitsubishi  
N.E.W.  
Panasonic  
Philips  
Pioneer  
Samsung  
Sanyo/Fisher Service  
Service Bench  
Sharp  
Sony  
Toshiba  
Thomson  
VAC Service Corp.  
WaCA/SatisFusion, Inc.  
Warrantech

## NPSC 2004: Week in Review



*Welcome Reception  
Sponsored by the  
Renaissance Hotel*



*Pioneer Breakfast*



*Thomson Luncheon*



*Cocktail Party Sponsored  
by Andrews Electronics,  
Tritronics, Inc., and Fox  
International*



*Sharp Dinner*



*Panasonic Breakfast*



*Samsung Luncheon*



*Philips Cocktail Party & Sports Night*





*Toshiba Breakfast*



*Sony Luncheon*

*Outing to the Grand Ole Opry, Sponsored by JVC  
Transportation Sponsored By:  
B&D Enterprises; KeyPrestige; Philips; Tritronics, Inc.; WaCA/SatisFusion*



*Hitachi Breakfast*



# 2004 Industry Angel Awards



AON



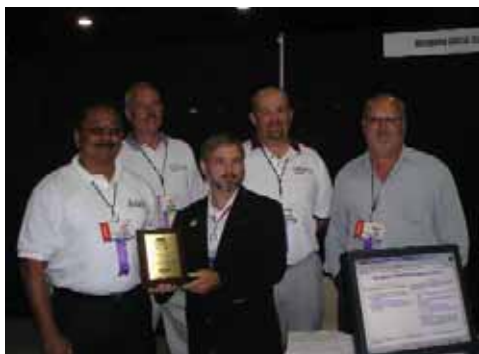
B&D Enterprises



JVC Company of America



Kenwood



Mitsubishi



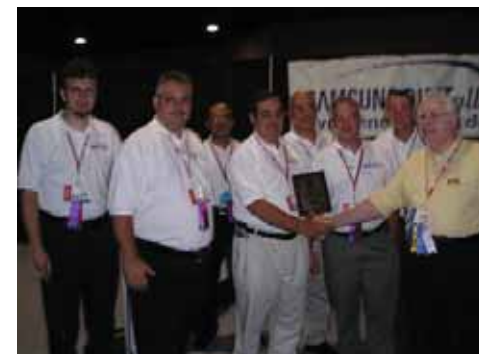
N.E.W.



Panasonic



Philips



Samsung



Sencore



Service Bench



Sony

(continued on page 10)

## 2004 Industry Angel Awards (Continued)



Thomson



Toshiba



Tritronics, Inc.

Another esteemed Industry Angel that is not pictured is:

**Sharp**

Industry Angel photos by Ken Kopp of WaCA/SatisFusion & Stephanie Miller of NESDA/ISCET



Warrantech



Warranty Corporation of America / SatisFusion, Inc.

## National Electronics Industry Hall of Fame



Business & Industry  
(At left)  
*Walt Herrin*

The National Electronics Industry Hall of Fame actively promotes the accomplishments of a few select individuals by honoring them with this prestigious award. This year's induction of new members took place at the annual NESDA/ISCET Awards Banquet held on Saturday, July 31, 2004 in Nashville, Tennessee at NPSC 2004. George Bluze CET/CSM/EHF presented each new member with a beautiful plaque honoring their achievement.

Honored with this prestigious award in 2004 were these five individuals, listed together with the category in which they were honored:



Communications  
*Malcolm "Gerry" McCann* CET/CSM



Association Executives  
*George Weiss* CSM



Industry Association Members  
*John Eubanks* CET



Outstanding Individuals  
*Fay Wood*



## NESDA's Position on National Service

By Brian Gibson CET, NESDA President

During NPSC in Nashville your NESDA Board of Directors had the opportunity to receive two presentations from the industry. The first presentation was given by Philips to explain their recent reorganization resulting in IBM taking over the entire Philips service division. Philips representatives Wayne Nichols and Ken Goins explained the handover to IBM and how IBM will manage the customer relations, parts distribution and service administration side of the business. Most Philips service division employees have been converted to IBM employees. The Board was told that the current Philips independent authorized service network would probably be trimmed down some, but would still be relied upon to perform warranty service. It is unclear whether there will be major changes when new product begins to be serviced at board level. It is expected that board level repair will replace current com-

ponent level repairs for in-warranty service within the next few years.

The Board was also addressed by Gerry McCann. The purpose of Gerry's visit with the Board was to explain who NSA Inc. (National Service Alliance) is, the reasons for the creation of NSA and the potential impact on the NESDA membership. According to Gerry, NSA was created to compete with those entities that seek to offer manufacturers, dealers and extended warranty providers a national service solution. (The issue of national service was discussed in detail in the NESDA white paper entitled "Nobody Does it Better".) NSA was formed by a group of investors, primarily members of the "Service Advisory Group" (a small group of large servicers, who meet several times a year to discuss industry issues) The NSA investors feel that many major manufacturers are seeking a national service solution and that if they

do not act quickly, they (along with most other independent servicers) will be eliminated. NSA's business model is to negotiate national contracts including a national or at least regional rate structure along with performance metrics with the manufacturers. The NSA also plans to develop programs such as call scheduling, enhanced service billing and reporting with manufacturers, retailers and extended warranty providers utilizing advanced computerization. Each investor will cover their respective service areas using a combination of resources including independent servicers outside of the consortium who will be subcontracted to cover areas outside of the NSA members normal service territory. Gerry expressed the NSA position that subcontracted companies will have to demonstrate a high level of competency with very high standards for customer satisfaction and computerization. NSA officials believe that they must step forward now or one of the larger national companies will take over CE service and the traditional independent service network will be severely damaged.

NESDA's position on national service has not wavered. We still believe that the independent service network is the best

*(continued on page 13)*

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## Can We Talk?

By Fay Wood, Chair – Marketing and Membership Committee

Hi everyone. As many now know we had a wonderful, exciting, and educational NPSC in Nashville and with near-record breaking attendance. Check out [www.nesda.com](http://www.nesda.com) for some of the highlights.

A major topic of ongoing discussions throughout the week surrounded the Certified Service Center Program. So I thought I would talk about this and what it really means to the servicer community, from my overall Industry perspective. First and most importantly a Consortium for Certified Centers, led by Larry Tinkler of Pioneer (he was just named "Friend of Service" at NPSC) was formed a few years back by all the majors, including, CEA, NESDA, NARDA, PSA, ETA and USA who all believed that servicers applying for and receiving this certification not only would be more equipped to be better technicians, but would also belong to those that are serious about what they are doing.

From my marketing point of view, I believe this lends enormous credibility to any that are certified and gives them the upper advantage when dealing with consumers. It fully acknowledges that you are amongst a superior group of experts who can handle consumer products and did something extra to earn this recognition.

I urge every service center owner and technician to find out about this program, sign up, take the needed certification tests, and earn your place amongst the "best of the best" in our industry. Contact your Region Director, or Billy Sims, who is leading the charge for the NESDA group efforts, or any of the NESDA/ISCET Board of

Directors for more information.

Please also visit [www.certifiedservice-center.org](http://www.certifiedservice-center.org) to get more information and download the application form.

Stand up and be counted! Your customers will take notice and appreciate this

recognized level of expertise, which will enhance your image in your territories and bring on more business.

That's it for now. See ya'all next time.

Hitachi JVC Mitsubishi NAP Panasonic Philips Sanyo Samsung Sharp Sony Toshiba Zenith

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way to provide warranty and extended warranty service to the entire country. If Philip's conversion to IBM includes the use of the independent service network then all involved should be able to benefit from this endeavor. If it is IBM's intention to utilize independent service in the short term merely for their component level skills, then completely take over the in home service once board level becomes the norm, then everyone will lose, especially consumers who will not have many options once the warranty period is over.

NSA's efforts to join the list of companies trying to secure a national contract seems more encouraging to independents since presumably some independent servicers will be included albeit as subcontractors. As always, the devil will be in the details. It is troubling, however, that inclusion in the NSA consortium appears to be based upon criteria other than competency and we expressed our concern that superior servicers may be hurt merely due to their geographic relationship to an NSA investor. We also understand why NSA was formed and their stated mission; however, the task of covering the entire country seems daunting and implausible. *You can count on your board to monitor this situation closely and report new developments to you the members as they become available.*

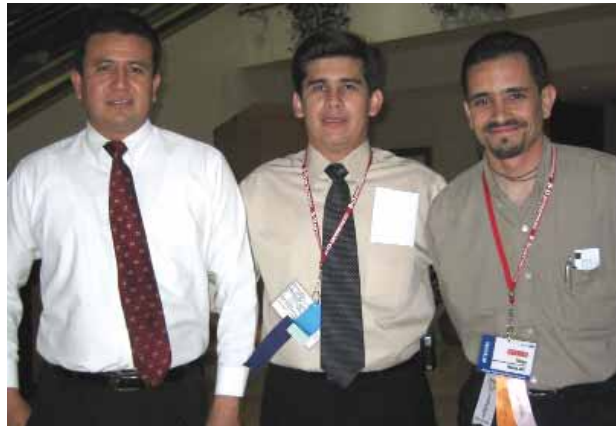
During NPSC it became clear that many manufacturers believe in NESDA and the independent service network; however, it seems some manufacturers several years ago indicated to us that expensive high end new products are on the horizon and servicing these units would result in increased profitability. We were told to increase the proficiency of our technicians and invest in new equipment to service HDTV units. Now that these new products are here, the story seems to have changed. Now, several manufacturers are suggesting that we will not need qualified electronic technicians to perform. They indicate that practically anyone can swap the boards and service these sets, and that servicers must reduce what we charge them because we no longer need skilled service technicians.

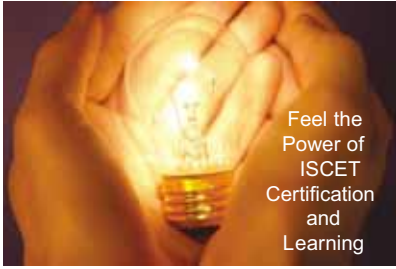
It is NESDA's position that although many of the new sets employ board level or modular repair scenarios which may make the actual repair of the product less time consuming and easier, because of the new technologies used in these products and the likelihood they will be interconnected with other devices requires additional technical skills in the areas of networking and computer repair as well as highly improved customer relations skills. In addition, we believe that a thorough knowledge of electronics and video is essential to

finding the solutions to what will be extremely challenging technical issues. So, even though actually repairing the product under a modular repair scenario may be a lot easier, we still need the best technicians with the highest possible skills to meet the challenge and you can be sure your board is driving these points home with the manufacturers.

In conclusion, we continue to face many obstacles and challenges in the months and years ahead. Philips/IBM, NSA and the unrealistic expectations of some manufacturers rank at the top of the list, but we are up to the challenge and can take heart in the fact that there are many manufacturers who demonstrated their commitment to the independent service network, and that both Philips and NSA believed it was important to make presentations before this board. It remains to be seen if a profitable working relationship can be achieved, but if NSA or the Philips/IBM partnership are to succeed they will only do so if they continue to recognize and seek the support and cooperation of the current independent service network. We all need to support those manufacturers that support us and continue to provide them with the quality of service that they and their customers deserve.

Seen  
at  
NPSC  
2004 ...





by Ed Clingman, ISCET Administrator

### **NPSC! Wow!**

Maybe it was the record registration (822 registered attendees)...or maybe it was the feeling that the economy was finally turning around...or maybe it was the feeling that the training offered was just what was needed in this pressurized atmosphere of "what do we do now to make things better?". Maybe it was the feeling of family that always pervades NPSC. Old friendships rekindled once a year as a whole. Whatever it was, this year seemed to especially shine in eyes of the NESDA and ISCET leaders who are meeting challenges never dreamed of just a few short years ago, eyes that reflect the positive attitude they all project...not to ignore the very beautiful and functional surroundings of the Renaissance Hotel and Nashville Convention Center, and especially the fun and good times had at the third floor "Bridge Bar & Games".

Here's looking at Orlando in 2005...better register NOW...it just gets more expensive from here on!

### **NASTeC**

ISCET's National Appliance Service Technician Certification organization had two appliance training classes, LG-Zenith and Maytag, as well as testing for several appliance and electronic technicians. Many requests for training were received from people who could not attend NPSC...and training is planned, via distance learning, online and regional training. It is NASTeC's mission to prepare individuals for earning their living in appliance servicing, and to recognize and reward that ability. ISCET'S online testing system will make certification anywhere, anytime a reality for NASTeC.

### **Online Testing**

Tweaks are still being made in the OLT system, many of which are in reply to requests made by the CAs using it. It won't

be long until the majority of ISCET testing done will be on the OLT system.

### **Online Learning**

Dramatic changes are in the offing for the OLT system. Currently being offered are Study Guide & Practice Tests for Industrial Electronic, Radar and Computer Journeyman level tests. To be added by late 2004 will be learning courses on the Associate CET, Study Guide & Practice Tests for the Associate CET, and learning courses on Networking and Wireless applications.

Plans are currently being developed to offer online distance learning scheduled classes on many subjects such as NESDA's Certified Service Manager, Basic Electronics, various technologies in the television field, and on and on.

### **New Certifications**

ISCET's New Certifications Committee is busy working on some new disciplines in which to offer both in depth training and certification. If you've got any ideas, let us know. Contact Ed@iscet.org or call 1-800-946-0201 and ask for Ed or Mack.

### **A Sad Farewell ... And a Big Hello and Welcome**

A sad farewell to our Test Manager of many years, Mr. Leonard Bowdre who resigned his post as of July 31, 2004.

A big Hello to Del Whiteman, who has succeeded Leonard as Education Consultant. Del's duties will be those previously held by Leonard in addition to many others related to ISCET's increased activity in the academic community. Del teaches electronics in the HEB school district in Hurst, TX. He lives in Hurst with his wife, Cindy and son, David.

Del also serves ISCET as a Director on the Board, and just finished his tenure as ISCET Treasurer.

Another big Hello and Welcome to both Sr. Genaro Guerra Zuniga of Mexico who was elected to the ISCET Board, and Mr. John Eubanks as ISCET Treasurer.

Sr. Genaro has been very involved in the training and certification programs in Mexico for Electronics Technicians, and serves as the Subdirector of Academics for the CECATI school system in Mexico.

Mr. Eubanks, CET/CA/EHF is no stranger to ISCET, and has served as

NESDA President, Vice President, Treasurer, and was recently inducted in the National Electronics Industry Hall of Fame.

### **CA Conference**

The Online Testing system was demonstrated from the CA point of view, showing how to give tests on the system...and furnishing a diskette of the presentation that shows how to use the system step by step. Anyone desiring the diskette can obtain one by e-mailing ed@iscet.org giving your name and address or calling 1-800-946-0201.

Future plans for ISCET were discussed as well as the need for communication between the CA's and the Staff. To accomplish this each CA with an e-mail address will be placed on TECH NET. This is a closed e-mail net where anyone added to the net can communicate with the others by sending an e-mail. It will prove invaluable to get information to the CA without delay or cost. If you don't want your address on the net, please let us know. If you haven't given us your e-mail address, or changed it in the past 6 months, please do so as soon as possible. It is our hope that all CAs will on TECH NET very soon.

### **FCC**

As most of you know, Mr. Don Winchel, CET/CA/EHF passed away. All FCC matters will be handled in the Fort Worth, TX office. Contact testing@iscet.org or call 1-800-946-0201 and talk to Patricia, Margaret or Ed.

There has been a glitch in the FCC data base and we have to rebuild a significant portion of it. This has prevented us from paying the 2nd quarter FCC administration fees. It is anticipated that they will be paid by the end of September 2004. They will not be combined with the 3rd quarter payments. We sincerely regret this problem, and will solve it as quickly as is humanly possible.

### **Top Ten Technicians of the Year**

There was no tabulation of the top ten technicians of the year due to the inaccessible data on the 2nd quarter FCC tests. These will be named and certificates awarded just as soon as possible.

# Welcome New Associates & CET's

**Welcome New New CET's:  
Passed Journeyman Exam  
from 5/14/2004 to 8/10/2004**  
Certification Administrator:

Name City, State

## ROBERT R. ASTON CA

James L. Ozone El Paso, Tx  
Joel E. Shasteen El Paso, Tx  
James L. Stewart El Paso, Tx  
Maria D. Tarango Clint, Tx

## ALAN C. BESORE CET, CA

James F. Ehle Lake Worth, Fl

## EDDIE H. BRIGHT CA

Richard K. Benton Ozark, Al  
Xinh Van Bui Dothan, Al  
Marcil J. Empson Ozark, Al  
David M. Etheridge Ozark, Al  
Jaack C. Mcbroom Jr. Midland City, Al  
Jason M. Medley Enterprise, Al  
Jennifer L. Porter Dothan, Al

## HASSELL H. CRAFT CA

Rebecca L. Carrier Lexington, Ky  
Jeffrey A. Dinsmore Danville, Ky  
Jeff K. Roberts Versailles, Ky

## BALTAZAR HIDALGO CA

Jo Anne Casillas Los Angeles, Ca  
Eufronio Milan Buena Park, Ca  
Tien D. Phan Cerritos, Ca

## LAZERGRADE

Ronald S. Rumrill Hayward, Ca

## CARL E. MCDONALD CET, CA

Gavin D. Creach Zillah, Wa  
Kevin L. Halliday Royal City, Wa  
Gene P. Robinson Yakima, Wa

## GARY P. MOORE CA

Randall W. Lampley Metropolis, Il  
Jeremy L. Worrell Union City, Tn

## ROD. D MOORE CA

Ronald L. Aeillo Topeka, Ks  
Craig A. Betzen Belle Plaine, Ks  
Christopher K. Bock Wichita, Ks  
Jared R. Boyd Denison, Ks  
Clifton E Brown Wichita, Ks  
Lenore K. Brown Wichita, Ks  
Kevin T. Browning Topeka, Ks  
Steven R. Budd Wichita, Ks  
Ronald C. Carroll Wichita, Ks  
Jimmy R. Chancey Wichita, Ks  
Daniel C Craft Augusta, Ks  
Kevin B. Disney Wichita, Ks  
Don J. Ekeler Wichita, Ks  
Michael H. Guebara Wichita, Ks  
Antuan D. Hamilton Topeka, Ks  
Marla J. Jackson Wichita, Ks  
Timothy R. Jacobs Topeka, Ks  
Lina Kan Wichita, Ks  
Jeffrey L. Klotz Wichita, Ks  
David Mapinda Wichita, Ks

Kerry D Mckee  
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Charlie K. Nguyen  
Jason J. Ochs  
Ali Ohadi  
Jana J. Redeker  
Douglas R. Robison  
Maria D Rodriguez  
Jana J. Redeker  
Douglas R. Robison  
Maria D Rodriguez  
Jennifer L. Rogers  
Yvonne C. Schroeder  
Clinton E Shockley  
Shawn D. Stearns  
Dung Thuy Vu  
Chris R. Watkins

## DON MULTERER CET, CA

Andrew T. Brandt Sioux Falls, Sd

## PROCTOR

Jeff Kitze Lawrenceville, Va

## CASEY C. RACKLEY CA

John L. Yeatts Knoxville, Tn

## EDWARD REILLY JR. CET, CA

Ike U. Anyanwu Las Vegas, Nv  
Terry J. Connors Henderson, Nv  
Gregory A. Gray Las Vegas, Nv  
Jared P. Hendren North Las Vegas, Nv  
Thomas C. Holt Henderson, Nv  
James D.L. Moore Jr. Las Vegas, Nv  
Todd E. Myers Las Vegas, Nv  
Samuel L. Rambo Henderson, Nv  
Chris M. Senn Henderson, Nv

## TED RODRIQUEZ CET, CA

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# ISCET a Success at NPSC 2004

By Jim Fellows CET/CSM, ISCET President

Wow !! What a convention. If you were

General of CECATI in Mexico for his tremendous efforts in establishing ISCET Certification as a requirement for all electronics instructors in Mexico, and the promotion of technical education throughout the school system.

Wow !! What a convention. If you were there, you know what I mean, and if you weren't, I'm sorry you missed it.

Many of the NPSC happenings will be covered elsewhere in this issue, so I'll try to confine myself to ISCET activities.

As always, there is good news and bad news .....  
ISCET suffered a great loss recently with the passing of Don Winchel, CET/CA/EHF, our FCC Testing Administrator. Don was an ISCET member since 1976, and served as ISCET Chairman from 1987 to 1989. There wasn't a more enthusiastic and active ISCET supporter, and Don will be sorely missed. Our sympathies go out to Margaret and the Winchel family.

Another great loss is the retirement of Leonard Bowdre, CET/CA as our ISCET Test Manager. Leonard had a long involvement with ISCET, and served as Chairman from 1989 to 1991. He was responsible for the high quality of our certification exams that made ISCET what it is today, and led the American Council on Education (ACE) validation process that recommends college credit for passing our exams. Leonard will be a hard act to follow!

On a more positive note, ISCET now has its first active international board member. Genaro Guerra Zuniga, CET/CA from Mexico was elected as one of the ISCET Directors at our annual membership meeting. Genaro is the Subdirector of Academics for the CECATI school system (Industrial Technology Training Centers) in Mexico. This is a government run system of nearly 200 schools, around 130 of which teach electronics.

Also, on a positive note, ISCET and NESDA continue to work ever more closely together. Starting with John Eubanks,

CET/CA tenure as President, the NESDA representative to the ISCET board has been the NESDA President. This coming year, we'll get a "double whammy", since John Eubanks has been elected as the ISCET Treasurer, so both the Immediate-Past-President and the current President, Brian Gibson, will be serving on the ISCET Board. I will be continuing to serve as the ISCET representative to the NESDA Board. A record amount of great training was available this year at NPSC with more than a dozen manufacturers providing training on their products, and general business and technical seminars as well.

The CSC (Certified Service Center) program is gaining both in acceptance and importance. If you were listening carefully to the manufacturer's presentations, you heard their support of the program, even to the point of requiring all of their authorized service centers to be CSCs at some point in the future. CET and CSM preparatory courses were available as always this year for those wishing to become certified, which is a key component to becoming a CSC. Several changes have also been made to the CSC program to make the process even easier than before. I encourage you to visit the website, [www.certifiedservicecenter.org](http://www.certifiedservicecenter.org) for the latest updates. You know you're good - why not prove it!

Five prestigious ISCET awards were presented at this year's NPSC.

The Director's Award was presented to Genaro Guerra Zuniga, CET/CA for his tireless efforts in promoting ISCET certification in Mexico, and his invaluable assistance in the translation of our examinations and training material.

A Special Director's Award was presented to Jose Efen Castillo Sarabia, Director

Wow !! What a convention. If you were General of CECATI in Mexico for his tremendous efforts in establishing ISCET Certification as a requirement for all electronics instructors in Mexico, and the promotion of technical education throughout the school system.

A Special Director's Award was presented posthumously to Don Winchel, CET/CA/EHF for his many years of dedicated service to ISCET, and his outstanding performance as the FCC Testing Administrator.

A Special Director's Award was presented to Dennis DeLaurier for his untold hours spent in the development of ISCET's computer-based testing and training. Without all the unpaid work performed by Dennis, ISCET would not have the programs we have today.

ISCET's Technician of the Year was presented to Alvie Rodgers from Hitachi. For those of you that monitor the NESDAnet, you may wonder if Alvie ever sleeps. Alvie provides unbelievably prompt technical assistance not only during working hours, but also evenings and even when he's on vacation.

We are looking forward to another busy and exciting year at ISCET, and encourage all of our NESDA and ISCET family to promote certification, become certified if you're not, and achieve the CSC status for your business. You will benefit from it.

Other ISCET news is covered in our ISCET Administrator Ed Clingman's "Passing Parade" article elsewhere in this issue.

As always, questions, comments, and criticism are welcome. I can be reached at [jim.fellows@iscet.org](mailto:jim.fellows@iscet.org).

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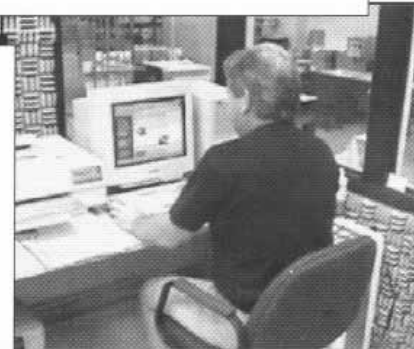
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