



Chris Fabian, President & CEO of Professional Service Solutions, LLC, addresses attendees at the 2005 International Society of Certified Electronics Technicians (ISCET) Awards Dinner after accepting the prestigious ISCET Governors Award.



Chris Fabian participating in NESDA Board meeting as advisory board member.

During his tenure as an executive in a select group of Service Industry Professionals, Mr. Fabian has been recognized with numerous industry awards for his accomplishments. Most recently, he was honored to receive the following Industry Awards from the Consumer Electronics Service Industry:

- 2003: NESDA National Friend of Service Award*
- 2004: NESDA Presidents Award*
- 2004: NESDA Person of the Year Award*
- 2005: NESDA M.L. Finneneburg Sr. Award*
- 2005: ISCET Governors Award*

What our Customers can Expect

- Cost-free consultations related to any of the services provided by our out-source partners
- Personalized representation from the initial consultation through project implementation
- Development of custom support programs that meets your companies specific requirements
- The full support and utilization of existing out-source partners resources to improve the current levels of customer satisfaction, with anticipated cost savings to your bottom line
- Fair and reasonably priced consulting services for companies who want to streamline their existing service organizations while providing world-class levels of service to their customers

It's Easy to get Started

For more information please contact Professional Service Solutions today!

Professional Service Solutions

"Cost Effective Alternatives for the Consumer Electronics Industry"

Professional Service Solutions, LLC.

3630 Thompson Bridge Road, Suite 15, #358
 Gainesville, GA 30506
 Phone: (770)-286-0502
 Email: contact@profservsolutions.com
 Website: www.profservsolutions.com

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Professional Service Solutions

*"Cost Effective Alternatives
for the Consumer Electronics Industry"*



Chris Fabian
President

Professional Service Solutions, LLC. Announces Cost Effective Alternatives for the Consumer Electronics Industry

In response to the continued demands for Professional, Cost Effective Alternatives in the Consumer Electronics Industry, Professional Service Solutions (PSS) announced the launch of its Consulting Service Business. PSS was founded in an effort to support CE Manufacturers, OEM's, Dealers, Distributors, Third-Party Service Providers and the Independent Service Community.

The Core Focus of PSS is to establish long-term service support relationships that lead to cost-effective, world-class service alternatives within the Consumer Electronics Industry. PSS represents a select group of proven outsource partners and Independent Service Centers who are committed to delivering world-class service support at a fair and competitive cost. PSS is committed to a strong and vibrant Independent Service Community and pledges to work closely with NESDA's elected and appointed officials and its board of directors.

Chris Fabian, President & CEO

Professional Service Solutions, LLC.

Core Focus

PSS represents a select group of proven out-source partners including:

- DLP Light Engine Recycling for Front & Rear Projection DLP Products
- Board and Chassis Level Repair and Recycling Services
- Third-Party Administrators of Customized Extended Warranty Service Plans
- Reverse Logistics of Product Returns including receipt, processing, Refurbishing to "B" Class Condition for Resale, and complete product returns Inventory Control
- Depot Repair Service (Consumer/Depot/ Consumer)
- World-Class Customer Solutions Call Centers including Customer Relationship Management (CRM)
- National Parts Support including Parts Receipt, Stocking, Warehousing, Inventory Control, Pick, Pack and Ship
- Consulting Services for existing US-based Manufacturer and Dealers interested in streamlining their existing internal organizations by taking advantage of high quality, cost effective out-source alternatives available to them
- Consulting Services for new Foreign Consumer Electronics Manufacturers and OEM's who require expert assistance in establishing complete Service Support for their products in the US Market Place

Experience

Mr. Fabian has 25+ years of progressive industry experience in the consumer electronics industry, serving in several key executive positions with three world-class consumer electronics companies.

In August 2005, he elected to take early retirement from his position as Vice-President of Service at Toshiba America Consumer Products, LLC. (TACP) in order to utilize his broad-based executive service experience to provide consulting services to the Consumer Electronics Industry.

Prior to TACP, Mr. Fabian has owned and operated his own Refurbishing and Service Business located in North Georgia where his company provided reverse logistics services for a major Consumer Electronics Manufacturer. His company was also authorized to provide in-warranty service for numerous consumer electronics brands of "brown goods" CE products.

Before owning his own CE Service business, he was Vice-President of Service at Hitachi Home Electronics America (HHEA).

Earlier in his career, Mr. Fabian held a variety of challenging management positions at Philips Consumer Electronics Corporation (PCEC), including National Service Manager and Director, Commercial and Professional Services before joining HHEA.

Mr. Fabian is a highly experienced executive leader with strong negotiation, training and supervisory skills with a proven track record.

Proven Track Record

Extensive experience of US-based Consumer Electronics Service organizations for all aspects of running a successful national service operation including:

- Field Service
- Factory Service
- Centralized Depot Repair
- National Parts Operation
- Distribution
- Reverse Logistics
- Refurbishing Operations
- Product Warranty Administration
- Customer Call Centers
- Fiscal, Budgetary and forecasting expertise with full P & L responsibility
- Technical Support and Training

Mr. Fabian has developed and successfully launched several innovative programs for the companies he has represented resulting in **significantly** improved levels of service to their customers and substantial bottom-line cost savings.