

## NEWSLETTER



# Accreditation Committee Work on Track for 2009 Third-Party Validation

The AGRSS Accreditation Committee continues to develop the model for third party validation that will debut in 2009, and all aspects of that process are running smoothly and on time.

“Fulfillment of the registration process begins in 2009,” accreditation committee chairperson Carl Tompkins says. “We’ll be enacting the final phase of the registration program that will provide the highest level of credibility in validating AGRSS compliance, and that’s through third-party validation.”

The validation team is a subcommittee of the accreditation committee and is chaired by Cindy Ketcherside. It has been hard at work laying the groundwork that brings third-party validation to fruition.

Currently, the team is culling proposals from independent third-party validation organizations across the country that are interested in handling the job for the AGRSS Council. In mid-April, more than 50 organizations were sent a request for proposal (RFP) and Tompkins reports that within three weeks “a number of companies responded that they [would] be submitting a full proposal and model by the end of

[April],” which was the deadline.

“Team 1, which has carried the difficult task of researching audit processes and identifying the best auditing organization for the AGRSS Council, has done a stellar job in ramping up our education on third-

party validation and, with the work done developing a comprehensive RFP, we will have a much easier time in assessing which auditing organization will best suit our

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### MEET THE VALIDATION COMMITTEE

The AGRSS Validation Committee is made up of a dozen dedicated individuals. How dedicated? Well, the committee is comprised of four working subcommittees, each with its own chairperson. The remaining committee members are participating on these four teams—and with 12 people on the auditing committee to begin with, Tompkins assures us that many members serve on multiple subcommittees.

#### Committee members:

- Bob Beranek – Automotive Glass Consultants
- Chuck Bibbiano – Glass America
- Bob Birkhauser – AEGIS Tools International
- Sam Brownell – Carlite
- Russ Corsi – PPG, retired – technical auto glass consultant
- Paul Janisse – Guardian
- Cindy Ketcherside – J.C.’s Glass
- Debra Levy – AGRR magazine
- Daniel Mock – Glass Doctor
- Jean Pero – Mygrant Glass
- Carl Tompkins – SIKA Corp.
- Charles Turiello – Diamond Auto Glass

#### Subcommittee teams and chair people:

- Audit Organization Development – Cindy Ketcherside
- Third-Party Audit Documents, Processes and Training – Charles Turiello
- Marketing and Promotion – Debra Levy
- Credentialing Resolution Board Development – Jean Pero



needs,” says Tompkins.

Team 2, within the accreditation committee and headed up by Charles Turiello, is also busy at work and, has developed meaningful documents that support validation.

The plan, Tompkins says, is for Team 2 to create a packet that provides shops with information regarding how to get the company ready for the third-party

validation. Once completed, AGRSS-registered shops will be able to download the packets from the AGRSS website. The intent is to have this document ready by the end of June.

In addition to this work, Team 2 is developing a glossary of terms that will be utilized as a resource by both the approved auditing organization as well as auto glass industry members.

“Our ongoing hope for this year, while our committee continues to strive forward, is to make sure every glass shop in the USA understands that they have until 2009 to get involved with AGRSS under Phase 2 concepts,” says Tompkins. “Doing so provides them the opportunity to become registered at the current cost base and to learn how to employ a process to measure their AGRSS compliance through the self assessment.”

To help communicate this desire, Team 3, heading up the task of Marketing and Promotion with Deb Levy at the helm, is producing newsletters and promotional pieces. She spoke of four specific efforts in the works, some of which will be available before summer officially starts:


- An update to the basic AGRSS brochure for all audiences (with registration information);
- An information packet, in development, with third-party validation documents;
- A press kit to promote phase 3 registration and third-party audit values; and
- An insurance education program being presented around the country.

Where the fourth aspect is concerned, insurance education is a top priority for the AGRSS Council. A number of speaking engagements with insurers are booked through the rest of this year. The Council also will present the benefits of AGRSS registration before a large farm bureau insurance meeting in the near future.

Additionally, John Eager, senior director of Property Casualty Insurers of America (PCI), and Wendell Adamson, chairperson for PCI claims processing committee,

## A Feather in the (AGRSS) Cap

Another recent AGRSS Council program is the Consumer Awareness Program (CAP). Launched last year, CAP events help the auto glass industry bring and explain the AGRSS Standard and all that is associated with it to the rest of the world, from insurance companies and town leaders to the consumers themselves. This is where the all-important-aspect of “branding” is made real, creating the AGRSS brand one community at a time.



“We are committed to a minimum of two CAP events by the end of October and have a couple cities in mind.”

—Cindy Ketcherside

This spring, members of the AGRSS Council Inc. were working on finalizing a process to help interested AGRSS-registered companies organize and enact a CAP event in their community and the best way to do it with the support of local government, media and the insurance industry. The first CAP event was held last August in Rochester, Minn., and was a tremendous success. Brochures outlining what CAP events are and how to host them are among the marketing materials available to AGRSS-registered companies.

“We are committed to a minimum of two CAP events by the end of October and have a couple cities in mind,” says Cindy Ketcherside, who was involved in the organization and presentation of the event in Minnesota. “CAP is alive and well and it will be exciting to see what happens this year.”

CAP events are designed to bring together community leaders, local insurance agents and the media, and require committed companies to put them together. Organizing a CAP event comprises scheduling a time and place to gather, inviting local business leaders, such as members of the Chamber of Commerce, insurance agents and the media, as well as planning and presenting an informative program that explains the AGRSS Standard and what it means for the industry.

An application to host can be obtained from the AGRSS Council secretariat, Rick Church, [rchurch@agrss.com](mailto:rchurch@agrss.com). ❖

have extended an invitation for this same type of AGRSS presentation. This PCI subcommittee of 30 insurance representatives will then advise the AGRSS Council how to promote their message to the total PCI membership of more than 1,000 insurance carrier providers, many of whom offer auto insurance. At press time, that presentation was still being scheduled and a date had not yet been decided.

The final team, Team 4, led by Jean Pero, is doing great things in the development of the Credentialing Resolution Board, being referred to as the “CRB.”

“We feel that a very important part of the AGRSS concept, in terms of registration and the Standard, is to have an identifiable source for filing inquiries [about] the AGRSS Standard, compliance issues and complaints,” says Tompkins.

“We’re designing the process by which any and all people can file an inquiry or complaint and, with that, there will be a consistent and professional response mechanism in place to provide proper and adequate closure on all such inquiries and complaints.” Tompkins explains, adding that the inquiry and complaint form will also be available on the AGRSS website once it is complete.

In addition to the CRB, Team 4 is working on the development and approval of a code of business ethics for the auto glass industry.

“It will be woven through the fiber of the AGRSS Standard and registration process,” says Tompkins, who added that the code of business ethics was stimulated by the requests from a lot of the registered companies and will be brought

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## What’s in a Name? A Lot When it Comes to AGRSS

Ten years after its inception, AGRSS is a well-known acronym in the auto glass industry and that’s great news for those who have worked so hard to make it so. However, with the growth has come the inevitable: the need to differentiate between the different aspects of the letters A-G-R-S-S. How can any one person—in the auto glass industry or not—know which suffix to use when discussing the different elements?



First there’s the **AGRSS Standard** and it’s just that—a standard. It’s the document created according to and approved by the American National Standards Institute (ANSI) procedures. It is basically a paper document that outlines the standard operating procedure an auto glass technician should follow to provide a windshield installation that will leave the customer as safe as when the car first rolled off the assembly line.

Then there’s the **AGRSS Council Inc.**, the corporate entity that owns the Standard. As with any corporation, the AGRSS Council is made up of people—not paper—and is run by a board of directors. As a corporate entity, it is the Council that can undertake fundraising efforts, organize learning opportunities such as the annual conference and ultimately oversee the work of various committees and subcommittees to ensure that the integrity of the Standard and the work that went into it are upheld. The not-for-profit Council is led by the nine-member volunteer board of directors.

While the AGRSS Council Inc. is the corporate entity and can be considered the “face” of the organization, it has many committees. The **AGRSS Standards Committee** is its heart. The AGRSS Standards Committee oversees the creation and updating of the Standard (the actual ANSI approved document). With many members, the AGRSS Standards Committee is also responsible for answering questions and issuing interpretations (responses to questions about how and if the Standard would apply to specific situations not currently addressed in the document) as well as maintaining the ANSI status.

Last but not least is the **AGRSS-Registered Company**

**Program:** Those are the shops that pledged first that they would follow AGRSS, then vowed that they DO follow the AGRSS Standard and are working their way through the process of self-auditing right now (proving with documentation that they follow the AGRSS Standard). Soon, these same companies will work with a third-party validation company, which will take the paperwork aspect of proving the company’s AGRSS compliance off their hands (see article **Accreditation Committee Work on Track for 2009 Third-Party Auditing** for more information).

There are currently more than 1,600 AGRSS-registered company locations nationwide. ❖





## Under the Hammer

**AGRSS GEARING UP FOR 2008 CHARITY AUCTION**

Last year, the most sought-after item at the AGRSS charity auction was a fishing trip with Carl Tompkins (ultimately selling to Bob Birkhauser and redeemed just

this past April when spring arrived). The question is, what will this year's big-ticket item be? This year's auction is expected to top last year's bounty as the bidding has been opened to everyone attending Auto Glass Week<sup>™</sup> in Las Vegas.

With a little more than six months to go, auction chair Jean Pero is starting to gather items to be put on the auction block for the fund raiser, which will take place during the cocktail reception on Wednesday, November 5, 2008, at the 4<sup>th</sup> Annual AGRSS conference. If you've got a special service to offer, a special pastime—or vacation place—you'd like to share or have rare, unique or one-of-a-kind items others might clamor for and want to help support the AGRSS Council efforts, contact Jean Pero via telephone (303/475-7302) or email [jeanmygrantglass@comcast.net](mailto:jeanmygrantglass@comcast.net).

Last year's auction was a first for AGRSS and the event was considered wildly successful with the sale of items comprising limited collector's edition Dale Earnhardt #3 wine set, an autographed die of a Jeff Burton NASCAR vehicle with display case, two tickets to the 2008 Tostitos Fiesta Bowl Football Classic, an 8-gb iPod Touch, a Panasonic Lumix Digital Camera DMC-F3S and an iPhone, among other things. ❖

before the AGRSS Standards Committee for its input.

"It's nothing that will be earth-shaking news to any reader or AGRSS-registered company, but it is a breath of fresh air and support toward one of our standard's primary purposes, which is to elevate our industry's level of professionalism," he adds.

Yet, more work is needed to ensure that the ultimate goal remains not only in sight but attainable.

"All four teams are busy with assignments that are coming together. They met at the IGA conference at the beginning of May, face-to-face, for updates and will be advancing from there," Tompkins says. "It's exciting to see how things are taking shape and exciting to be heading toward our ultimate goal of phase 3 registration—the highest degree of credibility, that will be validated by an independent third party. Such proven differentiation is what has been needed from the very beginning in creating undeniable proof of who deserves the business."

Tompkins, who has been involved with AGRSS since the very beginning, knows that while there is plenty of industry support and plenty of interest from various parties, there are still those who harbor doubts. The presence of skeptics, he says, is proof that "there is still the need to constantly remind [people] that it's a concept that provides answers to problems and a future for our profession. To me it's a shame that people in our industry continue to go on complaining about the same problems but doing nothing different. The AGRSS Council gives them the opportunity to do something different that's positive, to find solutions to our problems." ❖

"With all the communications that are going on about the development of phase 3 registration we're getting a lot of inquiries, not only from interested glass companies, but also from larger organizations that fit the roll of suppliers. We're developing programs to go to manufacturers, to suppliers, [to show] how it will have a positive effect on their company or organization and what they can do to play their part, to support the AGRSS Standard. The wonderful thing is that ... it's an independent program, supported by all types of companies within the AGR industry and with no association with any one company or agenda; it marches on toward its goal. There are no competitive biases and that's what I like best about it," he said.

Tompkins is quick to share the credit for the success with which the validation aspect of AGRSS registration is coming together, praising not only subcommittee chairs but other members of the Accreditation Committee: Bob Beranek of AGC, Chuck Bibbiano of Glass America, Bob Birkhauser, retired from AGS, Russ Corsi, retired from PPG, Paul Janisse of Guardian, Cindy Ketcherside of JC's Glass, Deb Levy of **AGRR** Magazine, Dan Mock of Glass Doctor, Jean Pero of Mygrant, Wendy Rogers of State Farm and Charles Turiello of Diamond Glass.

"I would ask that anyone and everyone pass some heartfelt hugs to these incredible people who not only care very much for our industry but who walk the walk, providing many extra hours of labor aimed at making a better tomorrow for an industry that doesn't like much in what's going on today," Tompkins says. ❖

## Interpreting AGRSS: What it Means and How It's Done

The AGRSS Standard is an ANSI standard describing in detail the procedures necessary for proper replacement of auto glass. While the document not only undergoes updates and adjustments on a regular basis (all ANSI standards must be reviewed and updated at least every seven years), it doesn't address every single possible scenario a technician might face in the field. What happens when someone needs help to apply the AGRSS Standard to a situation it does not address specifically? That's where an interpretation comes in.

By submitting a question in writing to the AGRSS Standards Committee, someone who needs to know how to proceed with a

situation where the language of the AGRSS Standard doesn't specifically provide guidance can ask for an interpretation. The Standards Committee then meets to discuss how to interpret the Standard language in light of what the Standard is designed to do. An interpretation is then issued.

To date, only one interpretation has been requested and developed—for the use of salvage glass. The Standards Committee opined that salvage glass can be used only for installations that meet all three of the following:

1. The glass is in a condition that will permit a safe installation and must be free of obvious structural or visually objectionable

flaws. Unacceptable flaws include delamination, edge chips, cracks/breaks or distortion in an acute vision area; AND

2. The glass is installed with a retention system compatible with the original equipment (OE) design; AND

3. For adhesive bonded glass, the adhesive manufacturer's application instructions must permit its use in connection with the installation of "recycled" or "used" adhesive bonded, stationary automotive glass."

To request an interpretation, questions may be submitted in writing to the AGRSS Standards Committee secretariat, Rick Church, via email at [rickc@agrss.com](mailto:rickc@agrss.com). ❖

## Fourth Annual Auto Glass Safety Conference Plans Taking Shape

Planning for the fourth annual AGRSS Conference, now renamed the Auto Glass Safety Conference, is well under way and the event currently is poised to continue its record of providing attendees with a strong seminar track and quality networking time. Scheduled for November 5-6, 2008, at the Mandalay Bay Convention Center in Las Vegas, the event is once again part of Auto Glass Week™ and runs concurrently—and is co-located with—the International Auto Body Conference (NACE).

This year's seminar line-up includes a range of topics from the much-anticipated updates covering various aspects of the AGRSS Standard to how changes in the automotive industry—such as new car designs or recalls and other safety issues—might affect safe



A meeting of the AGRSS Standards Committee will wrap up this year's conference, taking place at the Mandalay Bay Convention Center in Las Vegas.

windshield replacements.

Seminars begin on Wednesday, November 5, at 8 a.m. with the opening and welcome and run through noon on Thursday, followed by an afternoon meeting of the Standards Committee. The cocktail reception and charity auction will take place Wednesday night (*see story, "Under the Hammer: AGRSS*

*Gearing Up for 2008 Charity Auction," on page 4).*

Arrangements have been made to allow Auto Glass Safety Conference registrants to attend the separate but co-located Auto Glass Expo @ NACE Trade Show, the third annual Walt Gorman Memorial Windshield Repair Olympics and fourth annual Auto Glass Technician Olympics at no charge.

Representatives from AGRSS-registered companies can attend the conference for \$150 if they register before October 17, 2008, and representatives from non-AGRSS registered companies have the same deadline for registration at a rate of \$250. After the October 17 deadline, the registration fees increase to \$250 and \$350, respectively.

Information will be available on the AGRSS website starting June 15, 2008. ❖

# Mark Your Calendars



... for the fourth annual Auto Glass Safety Conference

Nov. 5-6, 2008  
Mandalay Bay  
Convention Center  
in Las Vegas, Nev.

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