

NEWSLETTER

AGRSS First Webinar Success Reflected in Registration Numbers

The Auto Glass Replacement Safety Standard (AGRSS) Council hosted its first web-based seminar, or webinar, on Friday, September 19, 2008 and by all accounts the venture was considered a success.

Sponsored by Guardian Industries and moderated by AGRSS Council president Cindy Ketcherside, the hour-long event focused on the upcoming Validation program, the third—and upcoming—phase of AGRSS registration.

More than 500 attendees from all 50 states and 13 countries, including Canada and Mexico, logged into a special Internet site that allowed them to listen as presentations from Carl Tompkins, AGRSS validation committee chair; Nik Frye, Glass America's AGRSS Compliance officer, and Jeff Olive, technical trainer at Glass Pro in South Carolina and the first gold medalist at the Auto Glass Technician Olympics, which is judged according to the AGRSS Standard.

The set-up allowed visitors to experience a seminar-style presentation from their home or office—complete with a PowerPoint presentation and question-and-answer session about the Validation aspect of AGRSS-Registered company program. After a brief introduction and welcome by Ketcherside and a



A special website allowed participants from all over the United States, Canada, Mexico and other countries to attend the first AGRSS webinar.

tutorial regarding how the interactive site worked, Tompkins took to the airwaves to give the history of the registration process as it has led up to the current preparation for validation and an explanation on the importance of this third and final phase.

Additionally, he used the presentation to officially introduce the creation of the AGRSS Credential Resolution Board (CRB), along with

the responsibilities it has to:

- Define and/or manage inquiries and complaints filing process;
- Define and manage complaint process;
- Respond to inquiries from anyone regarding the complaint process;
- Eliminate frivolous complaints;
- Bring positive resolution to valid complaints;

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- Protect the integrity of AGRSS; and
- Handle Industry Code of Ethics complaints.

Following Tompkins' presentation, Frye provided details to attendees on how to prepare their companies and employees for the validation process. He stressed that there is still time for shops to start preparing for the validation process but that the window on that time is closing and participants cannot wait much longer.

"Your understanding will be critical in passing the validation," Frye said.

To prepare employees and technicians for the impending changes, he recommends that each shop owner create a validation plan, assign an employee to be the company's AGRSS compliance officer and perform internal audits as frequently as necessary until everyone in the company is comfortable answering every possible question. Frye reminded listeners that the AGRSS website provides documents for shops to use in preparing for the validation process, including the questions that could be asked during a session with the third-party validation company.

Jeff Olive of Glasspro Inc. wrapped up the formal webinar presentations by providing attendees with information on what technicians can do to get ready for the validation process, explaining that "technician involvement and enthusiasm is key to the validation process. They are the professionals. This is the time for techs to show their knowledge. The more you can provide to your employees, the less resistance you'll get from technicians."

Olive also explained that the Auto Glass Technician validation-ready checklist is available on the AGRSS website (www.agrss.com) and that



The web-seminar, or webinar, allows people to listen from home or their office and still have the visual power point presentation and a way to ask questions.

providing it to company technicians is another step that will help them be comfortable with the impending question-and-answer sessions that will be integral to the validation process. He then gave an overview of some of those questions and what the answer should be, as well as tips for knowing what goes with that answer (proof, deliverables, etc.).

A traditional question-and-answer period followed, during which the three presenters were able to field questions from the audience. Audience members were able to submit questions at any time throughout the presentation via a text box on the viewing screen.

Questions submitted included those such as "What type of notices will be provided prior to an audit and how will they identify themselves as auditors?" (That will be determined a little closer to the launch of the validation aspect, but there will be ample notice ahead of time and auditors will likely schedule a time with management for the audit to take place) and "What do CSRs need to know?" (Primarily, the focus will be on the role they play in record-keeping and the information they provide to customers as it relates to vehicle condition, safe drive-away times, etc.)

Even with the online, real-time

format of the webinar, there were more questions for the panelists than there was time to answer them all. Ketcherside reassured attendees that all questions would be addressed and answers would be posted on the AGRSS website as soon as possible; they were up the following Monday.

Though the use of webinars for disseminating information has increased in recent years, the September event was the first of its kind for AGRSS and the result of a significant sponsorship contribution by Guardian Industries.

"When we determined [a webinar] would be a great tool for explain the validation program, Paul Janisse and his team at Guardian stepped up to make it happen," Ketcherside said during her welcome and introduction to the webinar. Noting that Janisse "and your team at Guardian Automotive are on the call," she added, "I'd like to thank you for your commitment to AGRSS. It is together, us as an industry, that will truly make a difference in AGR installations."

The audio and PowerPoint presentation and the complete list of the questions and answers addressed at the presentation are available on the AGRSS website, www.agrss.com, until December 18.

2008 Auto Glass Safety Conference to be Held Next Week

Planning for the 2008 International Auto Glass Safety Conference sponsored by the AGRSS Council is now complete and the event, formerly called the AGRSS Conference, is ready to provide attendees with a new perspective on a variety of safety topics. Those attending this year's event can expect the same strong seminar track and quality networking time for which the event has become known.

The two-day conference, scheduled for November 5-6, 2008, at the Mandalay Bay Convention Center in Las Vegas, will once again run concurrently—and is co-located with—the International Auto Body Conference (NACE) and is part of Auto Glass Week™.

One of the more anticipated seminars in the line-up is Carl Tompkins' update on the third-party validation program, which will include the announcement and introduction of the company chosen to lead the validations. Other "not-to-miss" sessions include Jean Pero's seminar on the Code of Ethics that the AGRSS Council and its subcommittee are currently creating



The seminars and committee meeting schedules for the 2008 International Auto Glass Safety Conference are sponsored by the AGRSS Council.

for the industry, as well as the "Top 10 Shop Horror Stories" that Steve Coyle, Mitch Becker, Bob Beranek and Dale Malcom will share.

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 ***Final Bid: AGRSS 2008 Charity Auction Offers Many, Varied Prizes*** for more information).

Registration for the 2008 International Auto Glass Safety Conference sponsored by AGRSS will also get attendees into the separate but co-located Auto Glass Expo @ NACE Trade Show, the AGRSS Charity Auction, the spectator areas of third annual Walt Gorman Memorial Windshield Repair Olympics and fourth annual Auto Glass Technician Olympics, all for free.

Pre-registration for the conference has closed, but onsite registration is still available for \$250 (AGRSS-registered shops) and \$350 (Non-AGRSS-registered shops).

Additional information is available on the AGRSS website, www.AGRSS.com. ❖



Attendees to the International Auto Glass Safety Conference can watch the Auto Glass Technician Olympics for free.

AGRSS to be Featured in *Claims Magazine*

The AGRSS Council has gained the attention of the insurance industry and many insurance companies are now incorporating language of—or referring to—the AGRSS Standard in their working contracts with glass shops. Now, the Council has one more tool in getting the word out among the insurance agents and others within the field: a feature article in *Claims* magazine.

A monthly publication, *Claims* magazine is “dedicated to ‘Covering the Business of Loss’ for property/casualty insurance claims professionals and corporate risk managers,” according to its website, www.claimsmag.com. It covers many aspects of insurance coverage, including disasters, insurance crime, emerging trends in insurance

claims, regulatory, judicial and legislative changes, and provides expert advice and educational articles.

The article, expected to be

published in the November issue of *Claims*, explains the AGRSS Standard, what it does and the important role it plays for insurers, as well as consumers. ❖

Validation Prep Available

With the Validation program ready to get underway in 2009, some shops and shop owners are doing everything they can to be prepared. The AGRSS Council has provided helpful documents, including the Technician Validation Ready Worksheet and Validation Program Pamphlet on its website, www.agrss.com.

The documents, which can be downloaded for free, walk shop employees and technicians through what they can expect during a Validation appointment, providing a list of the questions that might be asked, what the appropriate response would be and listing examples of what would be acceptable proof in each situation.

Though not all the questions provided in the paperwork will be asked, all are questions that could be asked and employees of AGRSS-registered companies can expect any mix of those questions provided in the ready-paperwork.

Anyone wishing to download the documents for practice purposes can do so by visiting the AGRSS website, www.AGRSS.com and clicking on “Validation,” under the “Registration” section on the left-hand side of the screen. ❖



Final Bid: AGRSS 2008 Charity Auction Offers Many, Varied Prizes



The second-annual charity auction fundraiser for AGRSS is shaping up to rival the previous year's booty for sale. As of the end of September, the list of well more than ten items up that will go under the hammer includes:

- Two (2) Electronic Photo Frames;
- A collection of Godiva Chocolates;
- A golf caddy GPS;
- A collection of hand-made greeting cards;
- Cubs Tickets;
- Starbucks Basket;
- Fishing Trip with Carl Tompkins;
- One week at a cabin near Bath, New York;
- And much more!

The Charity Auction will take place on Wednesday night, November 5, 2008, during the welcoming cocktail party. Proceeds from the charity auction go to help increase awareness of safe auto glass installations. ❖

INSURANCE SECTION: AGRSS Addresses Insurance Association

The AGRSS board of directors made a 30-minute presentation to the Property Casualty Insurance Association (PCI) on August 12 in Chicago to approximately 30 to 40 represented insurance companies.

The invitation came on the heels of an AGRSS presentation Carl Tompkins made at the Insurance Summit hosted by Paul Gross of Harmon Solutions. Wendell Adamson, with EMC Insurance and on the board of PCI, attended the summit and became interested in having the same presentation made to his group. ❖

Mark Your Calendars



... for the fourth annual International Auto Glass Safety Conference

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

Nov. 3-5, 2009
Mandalay Bay
Convention Center
in Las Vegas, Nev.

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