

Wanstrath Elected President of National Windshield Repair Association

Glass Technology president Kerry Wanstrath was elected NWRA president during a recent Board of Directors meeting.

Wanstrath, who's been involved with the NWRA for many years and has long served as a member of the board, says he's looking forward to getting back to basics and working closely the association's members.

"I believe the NWRA is going to focus on promoting the successes of the association and lobbying on behalf of the small independent glass shops to allow them to utilize repair to their benefit and the consumer's benefit," says Wanstrath.

He adds, "I would like to see us re-establish a credible line of communication with our root base of customers—



Kerry Wanstrath

small shops and small independents in the repair and replacement business. [I want to] try to lobby on their behalf."

One of the main concerns Wanstrath says he hears about from members involves insurance claims and he hopes the association can assist with this effort.

"[Members] all have issues with handling insurance claims, whether it be the actual claim process or

the actual phone conversation and directing of the assignment of the repair," he says.

In taking the new role, Wanstrath reflected on some of the NWRA's past successes. "I would say our big success has been re-establishing the credibility of windshield repair within the industry as well the eyes of the insurance compa-

ny," he says.

Along those lines, he also has some goals ahead. "As it relates to the NWRA, [my goal] would be to finalize and promote the ROLAGS™ Standard and keep a high level of professionalism within the repair industry," says Wanstrath.

Wanstrath succeeds Mike Boyle of Glass Mechanix as president. The board met during the recent NACE Show in Las Vegas at the Mandalay Bay Convention Center.

CERTIFICATION NEWS Practical Requirement Eliminated from NWRA Certification Program

The National Windshield Repair Association (NWRA) has decided to make a major change to its ongoing and growing certification program. The NWRA Board of Directors voted recently to suspend the requirement of a practical assessment from its certification program, so that those who wish to be certified must only take and pass written test and have a minimum of six months' experience performing windshield repairs.

The decision was made based on the fact that practical assessment administrators (PAAs) are not yet available in all 50 states, making it difficult for those in distant locales from PAAs to become certified.

"We wanted to make it more accessible and easier and more affordable for all windshield repair and replacement shops, so that it's something they can achieve without traveling halfway across the country," says NWRA president Kerry Wanstrath.

STANDARDS NEWS

ROLAGS™ Committee Meets in Vegas

The Repair of Laminated Auto Glass Standards (ROLAGS) Committee met in Las Vegas in October for its first time under the auspices of the National Windshield Repair Association, the Standard's new secretariat.

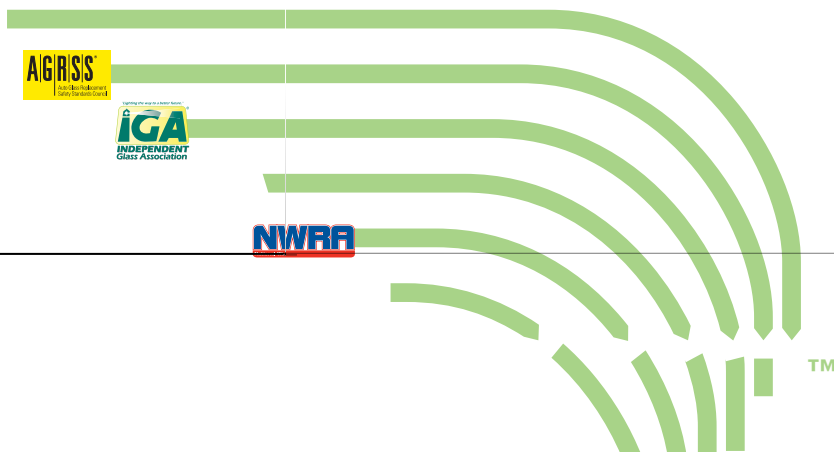
The committee chose a new chairperson—Keith Beveridge of Novus—and also reconstituted its marketing committee, which will be chaired by Rich Campfield of Ultrabond. Members also voted to review operating procedures and to wait to submit a set of changes to the standard to ANSI until recommendations from the Product Performance Subcommittee are completed and ready.

"We plan to move quickly to make up some transition time," said Beveridge, "And new participants are always welcome to be part of the process."

The ROLAGS Committee is an ANSI-accredited standards developer that has developed the standard for windshield repair. Its next in-person meeting of the full committee will be held in March.

ROLAGS™
Repair of Laminated Automotive Glass Standard

If you are interested in becoming involved with the ROLAGS Committee? Please contact the NWRA at info@nwrassn.org.



Where the Industry Comes Together

Major Auto Glass Organizations Join Together to Co-Sponsor Auto Glass Week in Memphis in 2011

All of the major auto glass groups have announced they will join together in 2011 for one educational and exhibition event, Auto Glass Week™, to be held September 15-17, 2011, in Memphis, Tenn., at the Memphis Cook Convention Center and Memphis Marriott Downtown.

The 2011 event will bring together the National Windshield Repair Association, the Auto Glass Replacement Safety Standards (AGRSS) Council Inc., the Independent Glass Association (IGA), the National Glass Association (NGA), AGRR magazine's Auto Glass Technician Olympics and the AGRR-NWRA Walt Gorman Memorial Windshield Repair Olympics for one event in one venue. The event will feature Window Film Tint-Off and currently.

NWRA Member Representatives Excel at Walt Gorman Memorial Windshield Repair Olympics

Several representatives of National Windshield Repair Association (NWRA) member companies participated and excelled during the recent Walt Gorman Memorial Windshield Repair Olympics (WRO) in Las Vegas in October.

Brandon Long of Novus Glass in Eaton Rapids, Mich., finished with second place. Long had taken third place in the 2009 competition.

Gregory Hamilton of Glasspro in Charleston, S.C., finished in third place. Hamilton is a former AGTO silver medalist, but this was his first time competing in the WRO.

In addition, Lee Simms, who owns a Superglass Windshield Repair franchise in Bedford, Texas, was recognized with

NWRA Holds Board Elections

The NWRA held elections for its Board of Directors during its meeting on November 30.

Keith Beveridge, senior vice president of NOVUS Inc., and Wes Walker, who owns a Glass Doctor franchise in Opelousas, La., both were re-elected to their seats on the board.

Rich Campfield, president of Ultra Bond in Grand Junction, Colo., also was elected to the board.

an innovation award for utilizing custom floors mats in the vehicle and for providing the customer with breast cancer awareness materials in honor of Breast Cancer Awareness month.

The competition was held at the Mandalay Bay Convention Center in conjunction with the NACE Expo.

NWRA co-sponsored the competition with AGRR magazine, while several NWRA supplier members served as sponsors, including emerald sponsor SuperGlass Windshield Repair and the Glass Doctor.

Next year, the event moves to Auto Glass Week in Memphis. (See related story at left.)





Scratch Removal Standards

by Mike Boyle

Standards are important in any industry. They create a benchmark, a process and a guide. And, when they're available, they also give an industry the opportunity to show consumers and customers how something is done, the quality of a service and more.

Today the auto glass industry has two main standards, one for replacement, the Auto Glass Replacement Safety Standard (AGRSS™), and one for repair, the Repair of Laminated Auto Glass Standard (ROLAGS™).

Both were developed by industry groups that are committed to quality and wanted to further the professionalism of the industry, and today both are used as benchmarks for work. The ROLAGS Standard, specifically, governs not only what type of auto glass damage can be repaired but also the process that should be followed, performance of the final repair and more. It was the result of many years of work by a group of people committed to the growth of the repair industry from both the National Windshield Repair Association (NWRA) and the National Glass Association.

In fact, the NWRA recently became the secretariat for future administration of the ROLAGS Standard, which is an official ANSI-recognized standard.

Where Now?

But what's next? Should the NWRA and those on the ROLAGS committee stop with what they've already developed? No, they shouldn't. The ROLAGS Standard is reviewed and updated periodically, to make sure that it's always current and in-line with the industry's current needs. Changes are made through a detailed process followed by the ROLAGS committee and monitored by ANSI.

But that's not the only other step. The NWRA, and its parent organization, the Global Glass Conservation Alliance (GGCA), also continually monitor the needs of the industry to determine whether other standards are needed. And, as the need for scratch removal of architectural glass has grown in recent years, the Scratch Removal Council, also a part of the GGCA, has determined that there should be standards for this process as well. The group currently is in the process of undertaking this effort.

Though it's still early in the process, much like the ROLAGS Standard, we anticipate that the new scratch removal standards will address not only the process for removing a scratch, but also the types of glass on which the process can be used, the types of damage and



While the ROLAGS Standard was completed several years ago, the ROLAGS committee continually reviews the Standard and also monitors the windshield repair industry for further standard needs, such as one for scratch removal.

how they vary, and even safety precautions to take when removing a scratch from a piece of glass (*see related story on page 2*).

Get Involved Now

One of the most important parts of developing a standard like this is to make sure that those developing the standard represent a fair cross-section of those whom the standards will affect. That means the group should consist of retailers offering the service, those who manufacture the equipment and ideally some end-users of the service as well.

If you are in any of these groups, or another related to the scratch removal field, the time to get involved is now. Please visit www.glassconservation.org today to share your thoughts with us, or e-mail me personally at mboyle@nwraassn.org.

We look forward to working with you—and to developing scratch removal as a common practice.

Mike Boyle is a past-president of the NWRA. He also serves as president of Glass Mechanix in Bend, Ore.



SuperGlass Enacts Cell Usage Policy for Mobile Techs

Nearly 1,600 U.S. companies have adopted distracted driving policies to date, according to a recent report from the U.S. Department of Transportation (DOT) and the Network of Employers for Traffic Safety (NETS), and one of these is a leading company in the windshield repair industry, Orlando, Fla.-based SuperGlass Windshield Repair.

“The safety issues are apparent and undeniable and could cause you great harm and pain,” writes SuperGlass in its recent newsletter explaining the new policy. “The liability and publicity issues can cause you to lose your business, your reputation and your fortune.”

And, though some say instating such a policy can require a total change in culture, most understand the need for such a policy, says SuperGlass founder and president David Casey.

“Our people accepted the message about distracted driving very well,” he says.

Casey says he developed a voicemail message for employees to utilize to explain why they’re not answering.

The message includes the following: “I am sorry that you reached my voicemail but, in an effort to prevent distracted driv-

Delta Kits Inc. Launches Windshield Repair and Replacement Referral Website

Delta Kits Inc. has launched a referral website at www.windshieldreferral.com. The site was designed to focus on independent windshield repair businesses.

“Windshield repair technicians, specifically independents, have not had a good place to advertise. Our goal is to provide Internet visibility for windshield repair technicians while giving their customers a resource for finding technicians in their local area.” says company president Brent Deines.

WindshieldReferral.com provides free listings for windshield repair and replacement businesses; tools to solicit customer feedback; customized listings to accurately describe a business; and a preferential listing for certified technicians and shops, all in a user-friendly site design.



ing, please leave a message and I will return your call as soon as I can safely stop my vehicle and operate my telephone.”

And, when potential customers hear this message, sometimes an added benefit is there.

“You might even get some credit for being innovative, safe and diligent,” says Casey.

Casey adds, “If your job is being a mobile technician, part of that job is being a safe mobile tech for others.”



SuperGlass has made its franchisees aware of the danger of distracted driving.

**BUSINESSNEWS
President Signs Small Business Jobs and Credit Act into Law**

President Obama signed the Small Business Jobs and Credit Act into law in September.

The bill was written to lower taxes and make loans more readily available for small business owners. Once enacted into law, the bill is designed to help small business owners access private capital to finance expansions and hire new workers, and would reward small business investors—in a long-term attempt to help small businesses compete with large corporations.

The Small Business Lending Fund Act will establish a \$30 billion fund to boost lending to small businesses looking to hire and expand their operations by providing additional capital to community banks, according to information from Rep. Barney Frank (D - Mass.), who is one of 21 co-sponsors of the bill.

BRIEFLY ...

NOVUS Glass has new franchisees in Richmond, Ind., and Troy, Va. The new Indiana franchise is owned by Gary Hamilton, and Matt and Amy Morris are the new proprietors of the Virginia franchise.

Event and Receiving Member

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The image shows the 'Autoglass Week' logo in green and white. Below it are several industry association logos: NECA (National Electrical Contractors Association), NAWFA (National Windshield Repair Association), and the International Window Film Association logo which includes the text 'International Window Film Expo, Conference and Tint-Off' and a graphic of a person with a globe.

Uniting Companies Together

www.autoglassweek.com