

CERTIFICATION NEWS

NWRA Announces Release of Continuing Education Program

The National Windshield Repair Association (NWRA) announced the release of the association's continuing education program. Technicians whose certification is up for renewal will now be able to take a ten question test to reaffirm their skills as an NWRA certified windshield repair technician. The first technician has already completed and passed the exam with a perfect score.

"The NWRA has been gathering continuing education information for

the advanced technician that wants to separate themselves from the crowd," says NWRA president Kerry Wanstrath. "We strongly believe that certification and testing of technicians is becoming more and more relevant and may soon be a requirement by some insurance. The NWRA's program is currently the standard for the industry and will only continue to grow in acceptance by the industry as ROLAGS compliance becomes critical for recognition of the highest standard of quali-

ty. I encourage all technicians seeking that recognition to test their knowledge."

For more information on the program or to schedule a test email komara@nwrassn.org.



REPAIR NEWS

A Closer Look at Quality

by Kerry Wanstrath

A very experienced technician noticed that customers were telling him often that the breaks he was repairing had already been repaired. The technician couldn't believe what he was



seeing, but upon close inspection he noticed that in fact some repair resin was in fact visible. The repair quality was so poor he began to document his findings. He recruited other technicians in other states to do the same and the NWRA began to create a database of this information.

Study Up

There is no way of knowing for sure how long this level of incompetence has existed, but I can tell you it was still being practiced some six months after our study started. My instincts say bad repairs have always existed; it is just that some feel these are acceptable.

The study was brought about by a level of repair quality that was so bad the technicians thought no repair had been done. The data is still being collected and we see no reason not to continue to do so.

Technicians who work in smaller cities or towns did not want to give customers a bad impression of windshield repair, so initially they re-repaired the previously poor repairs for free. It takes a very experienced technician to do a re-repair, but the simple fact that it can be done to the customer's satisfaction says there was no excuse for the poor quality repair. Many of these repairs were straightforward, simple repairs. It appears to speak more about the attitude of the company doing the initial repair, don't you think?

Equipment

If the equipment doesn't allow for a technician to perform a repair to the industry-developed ROLAGS™ Standard, then the equipment could play a part. There are several key parts of ROLAGS that play a part in performing quality repairs. If technicians are unable to utilize these necessary techniques, quality could suffer. Additionally, untrained technicians can be challenged to produce the best repairs.

Verification of repair quality, education, testing and certification is needed by an organization that has repair quality and the consumers' best interest in mind.

Technicians should start documenting the poor repairs in your area; get the consumer's name, license plate number and the name of the company that did the repair if possible. If they'd like they can forward the info to the NWRA and we can add it to our database.

Education, Certification and Quality

by Kerry Wanstrath

As I see it the elements of education, certification and quality are what will define the future for independent glass shops across this country in the next few years. This is nothing new, as we have been focused on these things for some time now ... with mixed results. However, I feel the forces of all the efforts of the various associations and many individuals throughout the country are starting to align. Within the next few years we will see the effects these efforts will and can have on those that are not truly interested in producing a quality service.

Apart from the Pack

Those who are willing to step up their games and lead the industry to higher standards will separate their companies from the rest of the pack.

Our job as industry associations and corporations is to make sure the right people or agencies are hearing our story and the truth. To those not involved within the

industry, our story is so very convoluted and complex it can be very difficult to understand how it all works and how it ever got so complex and convoluted. It is a challenge to relay issues to those in positions of authority or political office. These efforts take commitment and time, determination and purpose, but I do see light at the end of the dark and long tunnel.

The National Windshield Repair Association (NWRA) has just that kind of determination and is working on several fronts to make the industry becomes more competitive and fair.

Continuing Education

We strongly believe that if you produce the best product or service you will be noticed. That is, in part, why we now have a continuing education program (CE) for our members. Those who are already certified might believe they have all the knowledge needed for windshield repair. I challenge even those with ten or more years

experience to take our new CE certification test and find out for themselves how their knowledge stacks up against others' industry knowledge. We are developing a master level for those technicians willing to challenge themselves.

We are committed to adding more knowledge throughout the years to keep those willing to receive the NWRA seal of excellence for their skill.

There are some who have openly rejected the industry-produced and ANSI-recognized Repair of Laminated Auto Glass Standard (ROLAGS™). To that, I respond: Great, that only makes the task of separating those wanting to do the best work possible a bit easier. The task is to convince the insurance industry to recognize the special status for those service providers and recommend to the consumer the most qualified shops or individuals available. This task takes industry-wide cooperation, but getting certified is the first step to show the insurance industry that there is a large number of technicians willing and able to perform at a higher level than others. The auto mechanics have done this successfully; I wouldn't take my car to a non-certified shop to have it repaired. We can do the same.

As with any battle to reveal our every move would be foolish, but I can say this: there is hope for the small shops and those willing to separate themselves through education, certification and quality. It has become evident that size does matter, but bigger isn't necessarily better in the windshield repair business.



Kerry Wanstrath

EVENT NEWS

Auto Glass Week 2012 Dates Set



After the success of the 2011 Auto Glass Week, the National Windshield Repair Association will once again take part in the industry-wide event in 2012.

Auto Glass Week™ 2012 has been scheduled for September 20-22 at the Kentucky International Convention Center in Louisville, Ky.

The annual event will again bring together all of the industry's major auto glass groups, including the National Windshield Repair Association, **AGRR**™ magazine, the Auto Glass Safety Council (formerly the AGRSS® Council), the Independent Glass Association and the National Glass Association, along with **AGRR** magazine's repair and replacement competitions.

A room block for Auto Glass Week will be available at the nearby Louisville Marriott Downtown. Reservations can be made online by visiting www.autoglassweek.com, or by calling the hotel at 800/266-9432 and asking for the Auto Glass Week group. The NWRA encourages its members to make reservations now as the hotel room blocks are known to fill up quickly.

Auto Glass Week sponsorship opportunities will be available. Contact Holly Biller at hbiller@glass.com for more information.

Kerry Wanstrath is the president of the National Windshield Repair Association and the president of Glass Technology in Durango, Colo.

ROLAGS™ Standard Revisions with ANSI for Approval



The Repair of Laminated Auto Glass Standard went through a round of small changes at the recent ROLAGS committee meeting in Memphis. The intent to revise the standard has been submitted to ANSI and will be broadcast through ANSI in the coming weeks. After a public comment period of 30 days the NWRA will be able to submit the newly revised standard to ANSI for official approval.

“When the ROLAGS committee first met we developed a standard for the United States. However, because the ROLAGS committee felt it necessary to quickly develop the initial standard, we compromised and used the Australian/New Zealand technical standards in this first standard,” says Keith Beveridge, chairman of the ROLAGS committee. “ROLAGS’ strategy was to

follow-up with an updated standard where we started from the ground up. The product performance subcommittee was set-up to completely redo the technical portion of the standard. The recently updated ROLAGS standard represents the work of the product performance subcommittee and the most up-to-date technical requirements for windshield repair

Service Spotlight: Insurance Provider Guide

The NWRA is proud to announce the creation of the insurance provider guide, a new for members-only service. The NWRA board of directors has collaborated together to create a full guide of how to contact insurance companies. Members will be able to find phone numbers and fax numbers as well as basic instructions for those technicians that are new to the industry.

This guide will make a technician’s job easier when it comes to handling the insurance portion of a windshield repair. As phone numbers change and companies come and go this guide will be updated and a new version will be emailed out to all NWRA members. If members have updates to the guide they can send them to the association and the NWRA will implement these changes accordingly. Look for this new service in the coming months.

Happy holidays from the NWRA!

Our offices will be closed December 26 and January 2 in observance of Christmas Day and New Year’s Day.

Welcome to New and Returning Members

- Arcadia GlassNewark, NY
- Castrol Premium Lube ExpressOpelousas, LA
- Glass DoctorMeridian, ID
- O.K. Auto System CentersTwin Falls, ID
- Rapid GlassCoon Rapids, MN
- Special-T ServicesTrinidad & Tobago
- Tri-Glass Windshield Repair Systems Jacksonville, FL
- Youngren Glass & Dent RepairMorris, IL

Windshield Repair Technician Certification

The latest and most comprehensive windshield repair technician certification program available.

Visit www.nwrassn.org for more details.

The NWRA certification program is based, in part, on the Repair of Laminated Auto Glass Standard (ROLAGS).



GREAT NEWS FOR NWRA MEMBERS!!

New expanded products, including Major Medical!

The National Windshield Repair Association board of directors is proud to announce the availability of health and life insurance products at group rates through “NWRA membership only”.

The NWRA has an exclusive health and life website for “Members Only”, NWRA Health, Life and Retirement Solutions, check it out now! For additional information, please contact Don Giles @ Medlife Planners, Inc., phone 866-380-4476 or e-mail dgiles@medlifeplanners.com

This benefit is available to NWRA members only. Please contact Katie Hodge at khodge@nwrassn.org for our group number for additional information on our plans.

