

ASSOCIATION NEWS

NWRA Fights for Proper Workers' Compensation Classification of Windshield Repair Technicians

The NWRA has been in contact with the National Council on Compensation Insurance (NCCI) and is working to educate the group about proper workers' compensation classification for windshield repair technicians. The NWRA has received reports that the NCCI is classifying technicians engaged only in repair under the same classification as those who replace auto glass or do auto repair work. The NWRA argues that the risk of injury is almost

non-existent for those engaged only in repairing of windshields. The NWRA is asking that the NCCI develop a separate classification for those auto glass technicians who engage only in repair and do not replace auto glass.

"The NWRA values the safety of its members and the people they employ above all else. But the current classification does not make allowances for two groups of people who do very different types of work and have very different

levels of liability," says the NWRA in a letter to the NCCI.

The NCCI responded and agreed with the NWRA about the principle of difference between repair and replacement. However, the group said it doesn't have enough information to make a change. The NWRA is asking all members to pull local rates for their workers' compensation rates and classifications and send them to Janeen Mulligan at jmulligan@nwrasn.org.

ROLAGS™ Website Gets Makeover

The ROLAGS website will be unveiled with some new features for NWRA members, consumers and repair technicians. Technicians worldwide are able to email photos of bad repairs that they view while out in their communities that can be featured on the ROLAGS website. A feature like this will allow the NWRA to help educate consumers about the importance of quality windshield repair.

There is also a new section on the site where consumers can go to see the difference between good and bad repairs, locate an NWRA shop and find out what kind of break or crack is repairable. There is also descriptions of the different types of breaks so that consumers can understand the language of windshield repair and properly inform technicians of the type of break they have experienced.

A link to the NWRA website is also included if consumers want to learn more about the NWRA's mission to inform and protect consumers.



The Repair of Laminated Automotive Glass Standard (ROLAGS™) represents the windshield repair industry's statement of best practices as compiled under ANSI guidelines by a "balanced" committee of windshield repair system manufacturers, glass manufacturers, windshield repair and replacement retail practitioners, trade associations and other "interested parties".

ROLAGS contains an industry consensus of recommended terminology, definitions, process and procedures. These recommendations reflect the expertise of a Standards Development Committee (SDC) with combined experience of several hundred years and many thousands of protocol windshield repair among its members.

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For more information on ROLAGS please visit the National Windshield Repair Association (NWRA) website, www.nwrasn.org, or call 540-720-7484

CATCH HERE: To view The Standard!

**View the new updates on the ROLAGS website
by visiting www.rolags.com.**

Auto Glass Week™ Event Right Around the Corner



The Auto Glass Week™ event is approaching and windshield repair companies are encouraged to make their reservations and plans now. Auto Glass Week is scheduled for September 20-22, 2012, at the Louisville Marriott Downtown and Kentucky International Convention Center in Louisville, Ky., and is the only auto glass event of its kind for the year. The Exhibition/Extravaganza will be held September 21-22.

Attendee registration includes registration to all seminars, workshops, social events and admittance to the Auto Glass Week Exhibition/Extravaganza, where you can watch the repair and replacement competitions as well as talk one-on-one with industry manufacturers and suppliers.

The NWRA will take part in the welcoming session which will include an update on NWRA activities. Other ses-

sions of interest for the windshield repair community include the Insurance Experience, a Repair Industry Update that will focus on education, training, certification, ROLAGS™ and quality issues, a session entitled, “Emerging Issues for Automotive Glass Repair and Replacement Retailers,” as well as social media and digital marketing sessions.

Auto Glass Week will bring together all of the major auto glass groups, including the National Windshield

Repair Association (NWRA), the Auto Glass Safety Council (formerly the AGRSS Council Inc.), Independent Glass Association (IGA), along with **AGRR™** magazine’s Pilkington Clear Advantage Auto Glass Technician Olympics and Walt Gorman Memorial Windshield Repair Olympics. The International Window Film Conference and Tint-Off™ also will be held concurrently. The event is managed by **AGRR** magazine.

Also Happening at Auto Glass Week™

The ROLAGS™ Standard Committee meeting will be held 9:00 a.m. – 11:00 a.m. on Thursday, September 20, 2012.

The NWRA Scratch Removal Committee meeting will be held 1:00 p.m. – 3:00 p.m. on Wednesday, September 19, 2012.

The inaugural headlight restoration committee meeting will be held next year.

How Technology Could Save the Day

by Kerry Wanstrath

Whether it is repair or replacement, we have tried everything to save the independents from being devoured by the behemoth: safety, quality, better service, mobile service, faster service, Internet marketing, the Auto Glass Safety Council™ (formerly the AGRSS® Council Inc.) certification, technician certification, education and the list goes on and on.

All very worthy endeavors individually and collectively, and I'm not suggesting those efforts be reversed or stopped. But, let's be honest, the independents' share of the market continues to drop year after year despite these industry efforts and programs.

It's time we ask ourselves what else we can do to improve our position. There was a huge buzz about repair quality this past year, where some small shops and repair-only technicians began documenting poor quality repairs done by competition in their area. Bringing this to your area can start with a simple photo. Some of the technicians then started to inquire as to who did that questionable repair, when it was done, who the customer's insurance carrier was and so on. Most customers are willing to discuss this, especially if you offer to re-repair the poor quality repair. As an interesting side note, I found it amusing to hear some of the excuses given to the customer as to why the repair looked so bad after the initial repair. How about "it will look better in three to five days after the resin fully cures?" Hm, that's news to me.

The Next Step in Mobile Repair

Now what if it could be taken one step further? How about an app for your phone that allows you to document the repair quality, the location of the repair on the windshield, the exact type of damage and before and after photos of the good repair you have

done. This could then be submitted to a network interested in promoting the highest standard available to their customer, the insurance carrier of that vehicle.

Smartphones essentially are a computer with just as much computing power as a cheap laptop. But those benefits are secondary to my main point. The benefit, as I see it, is that it could help reduce fraud and can improve repair quality, by documenting this data that then could be compiled to highlight the "better" repair technicians.

Real Tools for Better Repair

Don't be confused; I think the smaller shops or the windshield repair-only

technicians are not the offenders or the one pumping out poor repairs. The evidence suggest otherwise. Why wouldn't the insurance carriers want such a tool for the benefit of their customers? All they have to do is say they want it and it could be done within a few months. All the talk about small shops cheating or billing for no repair at all could go away, repair quality would improve, customers would be happier and you could potentially get more referrals (assuming you do better repairs). The best benefit is that it pushes companies to really do better repairs, as opposed to spending serious dollars advertising that they do better repair with better tools and resin. Show me the beef.



Kerry Wanstrath serves on the board of directors of the National Windshield Repair Association and is president of Glass Technology Inc. of Durango, Colo.



August is a Record-Breaker for NWRA Certification

This August the NWRA had a record month for new NWRA certified repair technicians. As of mid-August the association had already welcomed 21 new certified technicians become certified under the program. The NWRA credits the jump in certification to a membership drive that partnered with the certification program. New members who sign up for membership between April 1 and September 30, 2012, receive one free certification test as part of their membership package. In addition, members with renewal dates between April 1, 2012 and March 31, 2013 will receive a coupon for a free testing sitting. Further certification for employees will be offered to those new or renewing members for half-price (\$19.50) during the same dates. Members will get the benefits of NWRA membership and certification, all for one low price. The six month waiting period before taking the certification exam will be eliminated for those who sign up for membership during those dates as well.

Technicians can still take advantage of the membership promotion through the end of September. For more information please contact Janeen Mulligan at jmulligan@nwrassn.org or call 540/602-3255



Nominations Wanted



The nominations committee is currently putting together a slate of candidates for the NWRA board of directors. To qualify, you must have a desire to serve, have been a member for at least one year and have the availability to devote 4-6 hours of time per month. Board members are also required to attend 1-2 meetings in person each year. If you would like to nominate a member to be elected to the NWRA Board of Directors please contact the chair of the nominations committee, Kerry Wanstrath, by emailing kerry@gtglass.com.

Welcome to New and Returning Members

- Able Auto Glass, Inc.Indianapolis, IN
- Auto Glass ConceptsGeorgetown, KY
- Auto Glass RescueAustin, TX
- Bi-County Windshield Repair Inc.Wading River, NY
- Bullseye, Inc.Chapel Hill, NC
- Car Shine, Inc.Houston, TX
- Chipfixer Auto Glass LLCDallas, TX
- Clearview RestorationsRoyal Oak, MI
- Clearview Windshields, Inc.Inwood, IA
- Dr. B's Windshield Repair Co. Inc.Little Rock, AR
- Dubin GlassMillburn, NJ
- Gerber Collision & GlassElmhurst, IL
- Glass DoctorTukwila, WA
- The GlassmanSwansea, MA
- Glasspro, Inc.Mt. Pleasant, SC
- Glass TechnologyDurango, CO
- Great Lakes Chemical Service Inc.Kalamazoo, MI
- Lone Star Windshield RepairBrownsboro, TX
- MD Mobile Windshield RepairWest Windsor, NJ
- Novus Auto Glass Repair & ReplacementSt. Louis, MO
- Proline Auto Care FacilityEl Cajon, CA
- QwikWash America!Irving, TX
- Safe Glass TechnologiesEaston, PA
- Search Automotive TechnologiesPalm Beach Gardens, FL
- SuperGlass Windshield RepairCharlotte, NC
- Ultra Bond, Inc.Grand Junction, CO
- Windshield DoctorPearland, TX
- Windshield Repair ManGermantown, MD