Description and Registered Member Participation Requirements

**Purpose:** To provide AGSC-Registered Members the means to validate their compliance to the current AGRSS Standard through independent third-party assessment. This essential process both permits and encourages AGSC-Registered Members to differentiate themselves from those auto glass installation companies claiming compliance with the AGRSS Standard but who fail to undertake the installation procedures or use the proper products that, in turn, create conditions for unsafe auto glass replacements. AGSC Member Registration and the use of the third-party validation audit of that compliance is the benchmark of competence for those rendering auto glass replacement services.

**To Become an AGSC-Registered Company:** The process of registration requires applicants to download the *Application*, *Attachment A*, *Attachment B*, and this *Attachment C*. All can be found on the AGSC website at [http://www.agsc.org](http://www.agsc.org). The *Application* and *Attachment B* (self assessment document with 8 deliverables) both need to be completed and returned to our offices, while *Attachment A* (The Standard) and this *Attachment C* should be retained as important references. A similar, though slightly simplified process applies for renewals. Please note that notarization is no longer necessary.
**Terms:** The term of registration remains annual, with renewal dates falling on the date marking the end of each quarter following the original date of application. The Auto Glass Safety Council will send renewal packets out 90 days prior to expiration. Please note that audit cycles vary between 30-36 months and, with a few exceptions, you will not be audited more than once each audit cycle.

**Fees:** The cost of registration or renewal is $499 per company per year and $99 for each additional store location. This fee also includes your $5 per year membership dues to the Council itself. A monthly payment plan is available to shops that wish to have their credit card charged on the same day each month. Please inquire for details.

**Locations:** The AGSC Member Registration program is a company-wide program and, as such, ALL locations of a company must be registered. A **store location** is defined as a fixed store (non-mobile) geographical location where business is conducted, technicians operate and records are kept providing evidence of compliance with the AGRSS Standard. A store location is synonymous with the definition of a Functioning Standard Compliance Unit (FSCU). All store locations must be identified within the application process. Each full shipping street address and the number of technicians that operate from each location must be clearly stated in the application. These two facts are required so store locations can be plotted on the national map to facilitate the conduct of third party validation audit interviews.

**AGSC Membership:** AGSC-Registered Members can also become members of the Auto Glass Safety Council by checking the “AGSC Membership” box. The membership dues of $5 a year are already included in your $499 fee. The many additional benefits of AGSC membership can be found on the AGSC website. ([www.agsc.org](http://www.agsc.org)).

**Technicians:** All technicians who engage in auto glass replacement, working directly or indirectly with your organization, must be assigned to a store location and that includes mobile technicians. It is very important to note that all technicians assigned to a store chosen for validation audit must be physically present on the assigned day of third-party validation audit.

If you feel that a particular technician would be too far away from a given store location to travel and be on site on the assigned validation audit date, then the technician must be registered as a separate store location and have a physical street address provided for mapping and location purposes. Such a location may be their home.

**Website Promotion:** Within the application, you are provided the option of determining which store locations are to be shown on the AGSC website and its consumer counterpart, [www.safewindshields.org](http://www.safewindshields.org), for marketing purposes.

**Normal Process:** For new applicant companies, two registration options are available to become an AGSC-Registered Member. The first option is the most common and the one under which AGSC will proceed unless notified otherwise.

Through this process, the applicant completes the registration packet and submits it, along with standard registration fees, to the AGSC administrator for processing and approval. If approved, the applicant will not be officially registered until its first audit is
satisfactorily completed. However, in the interim, the approved applicant will be considered as “Approved, Not Yet Validated” and will be so listed by AGSC. At the end of each audit cycle, AGSC will establish its new AGSC-Registered Member pool, and will add all new related store locations to the national population of pre-existing members.

**Fast Track Option:** This option allows the applicant to seek immediate registration and undergo the validation audit almost immediately allowing for immediate association with AGSC and its available features and benefits. The Fast Track Option requires the applicant to apply for and pay all related expenses of an immediate validation audit conducted by our third-party validation audit firm. This option requires all store locations and technicians to be validated. Orion will consult with the applicant company to determine the timing and cost of completing this validation audit, but a general ballpark would be $1500-$2000 per location. The standard fees associated with AGSC registration will still apply. Fast-track fees are one time only. Upon successful completion of such validation audit and a rating of full compliance the applicant will be a full AGSC-Registered Member. If you are interested in the Fast Track option, please contact the AGSC at the number above.

**What to Expect During a Validation Audit:** The auditors come to your shop. They will utilize an interview process that provides highly accurate statistical evidence of a registered member’s compliance. Almost every shop owner who has gone through the validation audit has reported it a valuable experience and one that verified their processes and/or located some deficiencies they were able to correct. A full 97% say they would go through the process willingly again.

The following are the components of this process:

AGSC’s “Random Clustering Sample” (ARCS) program allows AGSC to map its Registered Members’ locations and organize them into fairly compact geographical groups, referred to as “clusters”. Each cluster will average 10 stores per cluster to facilitate a reasonable number of audits that can be conducted within a given week by one auditor. AGSC has found this approach is the most cost effective method for the third-party validation audit.

Generally, the auditors will audit the number of stores equal to the square root of the total number of stores. So if you have two stores, they will validate one; if you have one hundred stores, they will validate ten. All companies with one location will be audited once during the audit cycle. All companies with more than one location will have at least one location audited during the cycle. A company also may be audited twice during an audit cycle, though this is rare.

**To Achieve Compliance:** Each store audited must be visited and each technician assigned to each store by management must be interviewed. All auto glass replacement technicians, whether in-shop or mobile, must be present with an AGSC-applicable windshield replacement job to complete during their assigned date and time of interview. AGSC-applicable windshield installations are those, which fall within the description of vehicles regulated by FMVSS 212/208, i.e. a passenger automobile weighing 10,000 pounds or less. In addition, the vehicle must be licensed for highway use and not be a restoration, classic or antique mode. In order to maximize interview efficiency, it is best
for each technician to work either in-shop or nearby on the given date.

**Notification of Validation Audit:** The ARCS process allows for a 60-day notice prior to having the third-party validation audit conducted. A letter of notification will be sent by AGSC to the parent company location (name and address of company submitted on the Application) and its adhesive manufacturer. The letter will notify you which store(s) have been selected for validation audit. The letter provides a listing of documents and topics that need to be reviewed and for which responses are required. Most responses can be sent to AGSC in advance of the store visit.

Communication will be made directly following receipt of the mailed responses in order to confirm all final details and to lock in a time and date. A copy of the third-party validation audit document, which will be used to record the outcome of the validation audit, will be provided for reference. If any training is conducted by an AGSC-Registered Member after validation audit notification is received, AGSC must immediately be sent a description of that training program. This description will be posted on the AGSC website in order that all registered companies can benefit equally. This supports the integrity of the ARCS.

**Store preparation:** The AGSC-Registered Member’s management must have the selected stores ready for the validation audit. Management should work with the auditors by following the agreed dates and time. The auditors will be on a tight schedule each week to see multiple locations and there will be very little flexibility on their part to adjust dates and times. Your highest attention to this and your cooperation is important and most appreciated.

The records and documents identified by the auditors during your notification phone call, as well as all technicians must be on site and ready for validation audit review or interview at the time and date scheduled by the auditor. The only excusable absence for any technician will be for medical reasons and will require written proof by a physician. Again, this rule must be followed to protect the integrity of our validation audit model.

**The interview process:** Our third-party auditors are well trained in the process of a glass shop audit. Their intention is to rate each company on an objective and credible basis with an accurate and detailed reporting system of what is observed. The validation audit process will include the review of the location’s administrative process (that it supports compliance with the AGRSS Standard) and one-on-one interviews with each technician.

The auditor will conduct discussions with each technician while observing an installation of a windshield. The technician is expected to follow the guidelines of the AGRSS Standard and the comprehensive written instructions of the manufacturer of the adhesive he/she is using. What is observed will take precedence over what is said during the course of the validation audit.

**The Management Conference:** At the conclusion of the audit, the completed report will be reviewed with the senior manager at the store location. At that time, the auditor’s findings will be classified as one of the following:

* **Validated as Compliant:** The store administration and technicians were found to be in compliance with the standard in all respects. The company will be entitled to all the
rights and privileges afforded to validated companies (see below).

* Validated as Compliant Pending Correction of Deficiencies: This designation is provided to companies that will be deemed compliant if they correct one or more instances of non-compliance as found by the auditor and show convincing evidence of such correction during the re-audit (see re-audit below).

An immediate verbal notification of each instance of non-compliance will be provided to each technician who is being audited. It will then be the responsibility of the technician to decide how to proceed with the remainder of the installation.

* Determined Non-Compliant: Companies that do not permit an audit to be conducted properly or completed in a reasonable timeframe will be determined non-compliant. Their AGSC registration and membership will be immediately cancelled and a notice thereof will be placed on the AGSC website and provided to their adhesive supplier as well. Should this company re-apply to become an AGSC-Registered Member, it will only be permitted to join under the Fast Track Option (see above).

The Re-Audit: If the company was deemed “compliant pending correction of deficiencies”, the company will have six (6) weeks to correct the non-compliances. The auditor will then return to the shop to verify that all non-compliances have been corrected. If so, the company’s status will change to “validated as compliant,” and the company will be entitled to all the rights and privileges afforded to validated companies (see below).

If the company has not corrected the deficiencies then its status changes to “determined non-compliant”. Its AGSC registration and membership will be immediately cancelled and a notice thereof will be placed on the AGSC website and provided to their adhesive supplier as well. Should this company re-apply to become an AGSC-Registered Member, it will only be permitted to join under the Fast Track Option (see above).

Appeals Process: Any company deemed “determined non-compliant” may, within 30 days of notification of its validation audit status, file an appeal with the Validation audit Review Board. AGSC has established a Validation Review Board (VRB) to review all written corrective action submittals. The following information should be provided to the VRB:

1. Name of the shop and the date of validation audit;
2. Items requiring corrective action (i.e. instances of non-compliance); and
3. Reasons for the appeal.

Notice of such appeal must arrive at the AGSC office above no later than 30 days after the audit was completed. The VRB will respond in writing within 90 days.

Optional Marketing “Review”: New in 2013, AGSC is selectively testing the addition of a checklist designed to help senior management review how the company’s status as an AGSC-Registered Member can help them positively market their company. This “review” is optional and no information about it is retained by the auditors nor is it a factor in the validation audit itself. It is designed to provide some helpful hints that other AGSC-Registered Members have found beneficial. This “review” is solely at
management’s option.

**Rights and Privileges of a “Validated” Member:** Congratulations. A company that has been “validated as compliant” has achieved significant and valuable status. AGSC will send press releases and notifications to any media you request including local newspapers, radio stations, etc. It will also provide a special designation for your shop and will include your company in the AGSC Public Directory of Registered Members used by insurers and consumers alike. Additionally, any installers that have completed the AGSC installer training and credentialing program and have become “AGSC Qualified Technicians” will now receive patches and a designation as AGSC Certified Technicians at no additional charge.

**Questions?:** Please first check the frequently asked questions (FAQ) on the AGSC website at [http://www.agsc.org](http://www.agsc.org). If you have further questions, please contact the program administrator, Kathy Bimber, at kbimber@agsc.org

**Thank you:** By becoming an AGSC-Registered Member, you have shown your commitment to proper auto glass installation and to the safety of your customers. Thank you for working to achieve it.