

FREQUENTLY ASKED QUESTIONS

About AGRSS Validation



1. What exactly is the AGRSS validation review?

The AGRSS validation review is a new part of the AGRSS-registration program. In the past, auto glass installation providers that wished to take part in the AGRSS-registered company program were required to agree in writing to comply with the AGRSS Standard. They were also required to successfully complete a self-assessment form.

Beginning January 1, 2009, all AGRSS-registered companies will also be required to undergo random in-shop reviews on a regular basis.

2. Are you saying that someone is going to come to customer's shop to see if they are complying with the AGRSS Standard?

If your customer is an AGRSS-registered company, then that's exactly what we are saying.

3. Why is the AGRSS Council doing this?

The AGRSS Council believes that AGRSS-registered companies represent the best and most safety-conscious providers in the country. The thing that was lacking in our registration program was the ability to validate that compliance. The validation review by an independent third party validation company provides those registered companies with additional value. It shows the registered company's compliance has been verified.

4. How often will my customers undergo a validation review?

Once during the specified time frame, unless the AGRSS Council Inc. has reason to believe that the Standard is not being followed. If so, it might order a supplemental review.

5. Suppose they don't want to undergo a validation review. Can my customer remain an AGRSS-registered company?

No. Participation is mandatory for all AGRSS-registered companies.

6. How will they know when a review is going to take place?

Your customer will receive a notice via certified mail approximately 14 days before the review is to take place.

7. What if they are not available that day?

Then an alternative day close to that date can be chosen in consultation with your validation company. If reviews are not completed within three months of initial contact, a company can no longer be considered AGRSS-registered.

8. How long will the review process take?

The length of time a validation company is expected to be on shop site depends on the size of the company and the number of locations it has. It is anticipated that most visits will be less than two full days.

9. When do they find out the results?

They will be mailed a copy of the results within 30 days of completion of the audit.

10. Some of my customers have multiple locations besides my headquarters. Are they going to be visited too?

Some of them will. In accordance with sound review practices, the validation company will visit a number of locations equal to the square root of the number of locations you have, rounded down. With ten locations, the validation company would visit three 3 as the square root of ten rounded down is three.

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11. Who sees the results of the validation review?

Only the owner or manager of the registered shop, the validation company and (if any appeal is filed), the Validation Appeals Committee. All such information is completely confidential.

12. How will AGRSS-registered companies be graded?

Graded is probably not the best word to use, as it implies that a number or letter grade will be assigned to the company. In fact, there will be only two distinctions “AGRSS-compliant” and “non-compliant.” The AGRSS website will also have a complete checklist of what the review entails. The AGRSS Council wants the process to be as transparent as possible.

13. What if the validation company says a company is non-compliant?

Then you will have a certain time limit within which you must correct any deficiencies and demonstrate such to the validation company. Absent such corrections, your company must cease using the AGRSS-registered company designation.

14. Suppose my customer thinks the validation company was wrong in his ruling?

You have the right to appeal to the AGRSS Validation Appeals Committee. You must appeal within a certain days of receipt of the validation company’s findings. A separate form for such an appeal is available on the AGRSS website at <http://www.agrсс.com>.

15. How much will this review cost?

One regularly scheduled review per cycle (two years) is included in your registration fee.

16. Will the fees to be an AGRSS-registered company increase?

The AGRSS Council does anticipate a modest increase in the cost of registration. Remember, the cost of the review is being spread throughout registered companies.

17. I have heard about a company across town that is AGRSS-registered but is not following the Standard. Does the review process help this situation?

Absolutely. You can see the real power in the review process. Companies that don’t “practice what they preach” will be unable to be AGRSS-registered. There is also a non-compliance complaint procedure for those who come across work done by a company that is not in accordance with the Standard.

18. Are insurance companies going to require AGRSS-registration in order to do work for them?

The AGRSS Council has no way of knowing this, but we would expect insurance companies, consumers, fleet owners and others would want to take advantage of the peace of mind that will come with using an AGRSS-registered company.

19. When does the review program start?

Early in 2009.

20. Where can my customers get more information?

Visit <http://www.agrсс.com> for more information or contact AGRSS Secretariat, Rick Church, at rickc@agrсс.com, 800 Roosevelt Rd. C-312, Glen Ellyn, IL 60137. A webinar will be held on Friday, September 19, 2008 for all registered companies. You will receive an e-mail invitation and sign-up information in a few weeks.