

FREQUENTLY ASKED QUESTIONS

About the AGRSS Validation Review



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.

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

2. Are you saying that someone is going to come to my shop to see if we are complying with the AGRSS Standard?

That's exactly what the AGRSS Council is saying.

3. Why is the AGRSS Council doing this?

The AGRSS Council believes that AGRSS-registered companies represent the best and most safety-conscious auto glass installation providers in North America. What 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 companies compliance has been verified. This equates to proven differentiation.

4. How often will my company 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 by a particular company. In that case, it might order a supplemental validation review. Registered companies do have the option of requesting interim AGRSS validation reviews as well.

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

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

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

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

7. What if I am not available that day?

Then an alternative day close to that date can be chosen in consultation with the validation company. If reviews are not initiated by the amended date, 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 to be less than two full days for most companies.

9. When do I find out the results?

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

10. I have ten 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 my validation review?

Only the owner or his designee, the validation company and (if there is an appeal), the AGRSS Credential Resolution Board and AGRSS Board of Directors have access to the results. All such information is completely confidential.

12. How will I be graded?

Graded is probably not the best word to use, as it implies that a number or letter grade will be assigned to your 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 my 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. Make the corrections by the designated date and your company will be deemed compliant. Absent such corrections, your company must cease using the AGRSS-registered company designation.

14. Suppose I think the validation company was wrong in their ruling?

You have the right to appeal to the AGRSS Credential Resolution Board. You must appeal within a certain number of days of receipt of the validation'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 my registration fees go up?

The AGRSS Council does anticipate a modest increase in the cost of registration. Remember, the cost of the review is being spread among all 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, as companies that don't "practice what they preach" will be unable to be AGRSS-registered. There is also a non-compliance complaint procedure if you come across work done by a company that is not in accordance with the Standard. This form of complaint will be reviewed and resolved by the same AGRSS Credential Resolution Board mentioned earlier.

18. Are insurance companies going to require AGRSS-registration in order for shops 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 reach the highest level of safety assurance possible and take advantage of the peace of mind that will come with using an AGRSS-registered company.

19. When does/did the validation review program start?

Early in January 2009.

20. Where can I get more information?

Visit <http://www.agrсс.com> for more information or contact Rick Church, secretariat etc. 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.