



NATIONAL GLASS ASSOCIATION

8200 Greensboro Drive
McLean, VA 22102



NGA
Business
Accreditation

It's a positive reflection on you.



IT'S A POSITIVE
reflection
ON YOU



Q & A — Business Accreditation

What does it mean to be an accredited business by the National Glass Association?

Attaining an accreditation means that your company has demonstrated best practices in the area of auto glass replacement by verifying that the company has met all the requirements. The criteria focus on requirements that all businesses need to function in an exemplary manner.

What companies are eligible for NGA's Business Accreditation Program?

All glass shops that can verify a physical location, a designated business classification, appropriate state and federal business licenses, business insurance, actual inventory, line accountability, program review procedures, a comprehensive OSHA approved or recognized safety program, and a percentage of NGA certified technicians.

What is the accreditation cycle?

Accreditation cycle (term) is two years from date of approval.

How long does the business accreditation apply?

Once approved, the accreditation runs for a period of two years. At the end of that two year period the firm is required to reapply. Note that during that two year period only 50% of the firm's technicians must be certified. However, to reapply the following requirements for technician certification apply. To maintain accreditation auto glass technicians must be certified as follows:

- 1st cycle: 50%
- 2nd cycle: 65%
- 3rd cycle: 85%
- 4th cycle: 90%

Note: If a company chooses not to participate in the program for a cycle and then returns, the technician certification requirements still apply.

What is the accreditation fee?

The fee is \$100 for a single location and \$50 for each multiple location.

How do I register for accreditation?

Complete the enclosed application form and send with fee (check or credit card) to: NGA, Business Accreditation Program, 8200 Greensboro Drive, Ste. 302, McLean, VA 22102-3881; fax 703/442-0630; or download the form online at www.glass.org.

NGA expects each applicant to provide the required information and data on the company's operations and services or the application will not be considered. All information will remain confidential. NGA will send you a confirmation that your application has been received within two weeks of receipt. You will be notified by mail if you have been approved or declined for accreditation.

What are the privileges of NGA accreditation?

- Exclusive designation as NGA Accredited Business with rights to use and advertise company credentials to differentiate yourself from your competitors.
- This designation must be in adherence to guidelines established by NGA to ensure the credential is used and represented appropriately.
- Increased visibility to consumers through NGA's Web site, member directory and industry publications.
- Potential co-op marketing opportunities with insurance providers.
- Exclusive marketing kit, including window decals, ready-to-frame wall certificate, camera-ready logos to be added to existing company ads and literature (also available electronically); and tips and a template for creating new yellow page advertisements.
- Display rights of all appropriate accreditation material including decals.
- A copy of NGA's Personnel Policy Manual template and NGA's Customer Bill of Rights pamphlet.



How can technicians, insurance agents, or the public find out that my business is NGA accredited?

NGA will list accredited businesses in our magazines and on our Web site. We will promote to the insurance industry and state affiliations as well as prepare quarterly press releases with newly accredited businesses.

Can technicians, insurance agents, or the public verify my accreditation with NGA?

NGA will release only the following information:

- Accreditation Status (active or expired)
- Effective date
- Expiration date

Meeting the high standards of NGA Business Accreditation puts you among an esteemed class of businesses. Join today by completing the provided form or **call toll-free 866/DIAL-NGA, ext. 126** for more information. You may also visit us at www.glass.org.



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