



# DEVIL'S DETAIL

## NACC PROGRAM

Over the last year, AGI has shared announcements about area glazing contractors earning NACC Certification. The North American Contractor Certification (NACC) Program recognizes contractors who demonstrate consistency, quality, and safety excellence. But the credential is much more than an arbitrary award; it is a third-party endorsement of companies having completed a significant and time-intensive process establishing a "baseline for competency, business practices, and adherence to industry-accepted guidelines for glazing contractors."



The NACC program was developed with input from architects, engineers, contractors, consultants, specifications and documentation specialists, and product manufacturers, and it has achieved ANSI accreditation in accordance with ISO/IEC 17065. Since launching in January 2015, NACC has gained industry acceptance and recognition for raising the bar of quality and professionalism.

## WELL-ROUNDED CERTIFICATION

The NACC credential is based on proficiency in five components: business practices, safety, glazing processes, contract administration, and quality. By assessing all aspects of a glazing contractor's business, the well-rounded certification process benchmarks the means and methods that drive high performance and high quality in the industry. According to NACC, "Certification allows your organization to demonstrate that you have taken the right steps to deliver the best possible end product and you can provide this assurance to your clients with demonstrated evidence through a fully-qualified professional third party."

## FIVE COMPONENTS OF NACC CERTIFICATION

BUSINESS PRACTICES	SAFETY	GLAZING PROCESSES	CONTRACTS	QUALITY
1	2	3	4	5



Right: NACC website listing for a certified contractor.

Only certified companies may use the NACC Certified logo, with their license number printed below.



**Synergy Glass & Door Service**  
[www.synergylglassanddoor.com](http://www.synergylglassanddoor.com) Phone: (484) 540-3117  
 Home Office: 1116 MacDade Blvd, Unit G, Collingdale, PA 19023  
 License: SYG01PA [Certificate](#)



**Operational Categories:** Interior and Entry Systems, Building Envelope (Low Rise), Building Envelope (High Rise)

## ADMINISTRATION

Administrative Management Systems, Inc. (AMS, Inc.) is the third-party administrator of the NACC program, serving as the point of contact for certification, inspection, and auditing. The organization also provides certification administration for the Safety Glazing Certification Council, Window and Door Manufacturers Association, and other related industry groups.

AMS, Inc. Quality Manager Terry Schaefer emphasizes the quality controls associated with NACC. "It's not just a checklist for a contractor to follow," he says. "We want to document that contractors do what they say and say what they do." This extends from following protocols outlined in a safety manual to adhering to best practices described in a quality manual.

## QUALITY MANAGEMENT

The Quality Management Systems requirement of NACC certification is a multi-faceted control that benefits contractors while ensuring quality of business practices and craftsmanship for their clients. The quality requirement alone entails having the following eight items in place: a quality manual, annual internal audit, operational procedures, equipment maintenance and accuracy reporting, record retention policy, document control, corrective action and preventive action for nonconformities affecting quality, and procedures for handling customer feedback. The NACC Program Procedural Guide describes the entire certification process with helpful tools and samples.

Schaefer believes that the proceduralization involved with certification simplifies the process for contractors. "Getting good procedures in place is 80 percent of it," he explains. "Then it's just a matter of following and maintaining those policies." And that leads not only to certification but also to more efficient and better-operated businesses.

*The chart at right, from the NACC Program Procedural Guide, illustrates one requirement category: personnel competency. (© FCA International)*

## CRITICAL MASS

"The amazing thing we've seen is the broad appeal," explains NACC Program Manager Jeff Dalaba. "From architects and consultants to insurance companies, all agree that certification is something that's needed because it makes the industry stronger."

As architects and consultants begin to demand certification, the industry will see regional shifts toward a critical mass of certified contractors. In just two years since NACC began, Philadelphia has emerged as a national leader.

## LOCAL DOMINANCE

Of the 15 glazing contractors nationwide who have achieved NACC certification to date, four are AGI members based in the Philadelphia region: Eureka Metal & Glass Services, Inc., Graboyes Commercial Window Co., Paul Rabinowitz Glass Co. Inc. (all of Philadelphia, Pa.), and Synergy Glass and Door Service (of Collingdale, Pa.).

Table 7b Personnel Competency (General) Requirements Table	
General competency requirements	Methods of documentation for key personnel
<b>Trained skills and work experience</b>	Contractor shall maintain documents providing evidence of trained skills and work experience.  Examples of documentation include one or more of the following: <ul style="list-style-type: none"> <li>• Resumes or biography- providing details of work experience</li> <li>• Training course completion documents, certificates, or diplomas</li> <li>• Professional designations from industry organizations</li> <li>• Professional licenses from government or other regulatory authorities</li> <li>• Accredited personnel certification programs</li> <li>• Department of Labor recognized classifications such as Journeyman or Apprentice</li> <li>• Documented on-the-job training hours</li> </ul>
<b>Assessments of skills to evaluate competence to perform job classification</b>	Contractor shall maintain written documents providing evidence of assessment of skills to evaluate competence in job classification.  The assessment shall be performed by an evaluation method that is written, oral, or observed and performed by a qualified/competent person.
<b>Continuing Education and continued skill assessments (after the initial certification year)</b>	Contractor shall maintain documents providing evidence of continuing education and/or continuing assessments.  Assessments shall be performed (as a minimum): <ol style="list-style-type: none"> <li>1. Annually after initial certification year</li> <li>2. When job duties significantly change to require new skills</li> </ol>

## LOCAL LEADERSHIP

President of Paul Rabinowitz Glass Mark Rabinowitz said, "Attaining this certification took time and hard work, but showed that being an industry leader is ongoing."

John Scott, former owner and COO of Graboyes Commercial Window Co. reiterated the endorsement. "For Graboyes, achieving the NACC certification was a great way to confirm and recognize the outstanding efforts and teamwork of our organization. Being certified by an independent third party reinforces the quality and safety commitments that we make to our customers."

The region's total number of certified glazing contractors will soon grow; Guthrie Glass and Mirror, Inc. (Egg Harbor Township, N.J.) and National Glass and Metal Co., Inc. (Horsham, Pa.) are in the process of becoming certified.

## WEALTH OF BENEFITS

NACC certification demands a significant commitment. The comprehensive program can take several weeks or months to complete, depending on the company. But national industry recognition is only one reward; cost savings add up to another sizable benefit.

Associate Principal of Wiss, Janney, Elstner Associates, Inc., Dale Fuhr, CDT, sits on the NACC certification board as a representative of the user community. His company includes engineers, architects, and materials scientists. Fuhr has the added perspective of having began his career as a union glazier who worked his way up to owner of a glass company before taking on his current consulting role. Fuhr believes the self-examination aspect of NACC offers numerous benefits that lead to financial savings.

"Certification points out weaknesses most of us fail to realize we have," he explains. "The process helps companies better understand where money might be walking out the back door."

Pat McIntyre of Synergy Glass and Door Service echoes Fuhr's sentiment about the value of the NACC assessment. "Achieving the NACC certification is a huge step in the growth of our company. Throughout this process, we learned ways to better improve our day-to-day systems. We saw areas in both office and field procedures that needed attention and we made those changes."

As assessors review companies, they see good and bad examples of business practices and safety protocol, and can help companies understand how to improve. Self-evaluation lets companies correct deficiencies before moving on toward certification, meaning the rewards of the process appear before certification is attained.

Fuhr points out that insurance companies are beginning to offer premium discounts for certification. "In some cases, your insurance premium savings may exceed the cost of the program, giving you an immediate return on investment," he says. He sees bonding as another area where certification may lead to favorable ratings.

## WRITING 'ON' THE SPECS

The writing may not be on the wall – or in the specs – just yet, but certification may soon be more a mandate than a voluntary differentiator. As NACC expands, the credential will begin to be written into specs. Fuhr says that firms like WJE will begin to incorporate language related to the use of NACC certified contractors into its specifications in regions where a minimum of three certified contractors (or those with evidence of a company-wide quality assurance program) exist. Emphasis on quality and avoiding litigation are two motivating factors; the commitment to quality espoused by NACC adds a level of confidence that may soon become industry norm.

## ONLY THE BEGINNING

Another shift will soon appear in the form of certified craftworkers. Earlier this year, the development of the Architectural Glass and Metal Technician (AGMT) Certification Program was started by Administrative Management Systems, Inc., the same organization that administers the NACC program.

According to an article on the Architectural Glass and Metal Association's website, a 27-member steering committee comprised of glaziers, glazing contractors, manufacturers, suppliers, architects, consultants, and specifications writers is working to develop the AGMT Certification. Ben Beeler, the program's co-designer and operations manager is quoted as saying, "The program is being designed to test those attributes that will most likely reduce defects and failures – an initiative that stands to benefit all stakeholders."

A natural complement to NACC certification, AGMT certification will distinguish skilled glass and metal technicians from their industry peers, adding another tier of quality and craftsmanship to certified contractor firms.

When AMS, Inc. hosted a certification summit in February of this year, over 50 participants discussed opportunities for personnel certification. Glass Magazine captured consensus for not only ensuring contractors are certified but for an industry- and nationwide program to formally certify and recognize glaziers. AGI will continue to share information as the AGMT program develops.

## RESOURCES

Learn more about the NACC Certification Program or begin the process online at: <http://www.naccprogram.com>

Follow NACC on twitter: <https://twitter.com/NACCPProgram>

Read industry coverage of NACC and AGMT Certification Programs:

"NACC Aims for Easier Understanding of Glazier Certification." US Glass Magazine. February 2016:

<http://www.usglassmag.com/2016/02/nacc-aims-for-easier-understanding-of-glazier-certification/>

"Administrative Management Systems Hosts Glazier Certification Summit." Glass Magazine. February 24, 2017

"Stage Set for Development of AGMT Certification Program (i.e. Craftworker Certification)." AGMA. Spring 2017:

<http://www.agma.glass/stage-set-development-agmt-certification-program/>



## NACC ON THE JOB

In June, Jeff Dalaba moderated an NACC technical discussion and open forum webinar. Participants included Terry Schaefer; Mark Coulis, VP of Building Envelope Consulting for Wheaton & Sprague Engineering, Inc.; and Terry Webb, President of Eureka Metal & Glass Services, Inc.

Eureka shared a project case study emphasizing how the quality control measures set through NACC overcame a project challenge on the new Comcast Innovation and Technology Center in Philadelphia. The challenge involved 2,700 nine-foot-by-three-foot decorative glass pieces to be hung in the lobby atrium. As designed, the installation would have required removal of up to 18 pieces each time a single panel needed to be replaced for cleaning or repair.

Eureka identified the long-term issue and then worked with both the supplier and the architect to redesign, test, and ensure the alternative solution was successful. Webb says being part of the NACC program changed their behavior to become a more proactive and communicative teammate.

"To achieve NACC certification, we needed to acknowledge our shortcomings and then make changes in the way we think and act," explained Webb. "At Comcast, the same approaches we learned from NACC resulted in the development of smart solutions that were incorporated in the system design."

## About the Devil's Details

The AGI educational series illustrates and describes common glazing challenges as a means to communicate best practices for the design and construction industry, not as a sole source for design guidance. AGI recommends design professionals consult with an AGI contractor regarding specific project challenges. AGI contractor profiles may be accessed at [www.theagi.org](http://www.theagi.org). To share a devilish detail of your own, contact [info@theagi.org](mailto:info@theagi.org).