



NACC

North American Contractor Certification

**ESTABLISHES A BASELINE FOR
COMPETENCY, BUSINESS PRACTICES, AND
INDUSTRY-ACCEPTED GUIDELINES FOR
GLAZING CONTRACTORS**

"As a specifier, installer certification is important to me because it offers independent verification of minimum, industry-accepted qualifications necessary to complete a specific type of work. Certification replaces all the subjective criteria normally specified to ensure qualified installers are bidding."

- David Stutzman, President, Conspectus, Inc., Tuckahoe, NJ

"Achieving NACC certification has been an enlightening and rewarding experience. It has caused us to examine all of our policies and procedures, and our company will be better for it. The certification process reinforced our commitment to continuous quality improvement."

- Joe Clabbers, President
National Glass & Metal Co., Horsham, PA
NACC Certified since 2018

What is the NACC Program?

North America's ONLY credential for architectural glass and metal CONTRACTORS

North American Contractor Certification (NACC) is an ANAB-accredited, third-party credential that provides a baseline for competency, business practices, and industry-accepted guidelines for glazing contractors. The program recognizes architectural glass and metal contractors that consistently demonstrate quality and safety excellence.

Why Become a Certified Contractor?

A Commitment to Quality, Safety, and Value

NACC offers proof that a contractor has processes and procedures in place to consistently meet high standards. Certification reduces risk by minimizing errors, improving documentation, and establishing standards for business and glazing. NACC means improved job sites and safety, minimized subcontractor defaults, and fewer construction claims.

What's the Certification Process?

A Rigorous Evaluation = A Meaningful Credential

Applicants first complete an online application and consent to the program's license agreement. Following submission of various documents, the applicant company undergoes an on-site, multi-day evaluation of its adherence to industry identified best practices and program requirements. After evaluation, companies are provided time to update their systems and processes to meet the requirements of the NACC Procedural Guide. Companies demonstrate continued compliance through annual recertification assessments.

Proof Through Experience

Case Studies Show Value and Lessons Learned

Certified contractors report improved and better controlled processes, reduced waste, fewer mistakes, lower costs, additional opportunities for training, and more engaged staff as a result of organization-wide direction and communication. NACC's portfolio of case studies provides specific examples of lessons learned and results achieved. View the articles at <https://www.GlazingCertification.com>.





How Does NACC Benefit Contractors?

Building Stronger, More Successful Businesses

Certification allows glazing contractors to demonstrate - through an independent, ANAB-accredited third party and documented evidence - that they have taken the right steps to deliver the best possible quality and safety to their clients.

How Does NACC Benefit the Industry?

Building Value With Every Certification

Efficient and professional installation of glazing products is crucial in today's competitive construction environment. Every stakeholder benefits from competency. NACC recognizes contractors that utilize industry best practices for installation, giving peace of mind to building owners, design professionals, general contractors, and insurers. Since its 2015 launch, NACC has gained industry acceptance for raising the bar of quality.

How Can I Learn More?

Visit [GlazingCertification.com/NACC](https://www.GlazingCertification.com/NACC)

The website contains all the information companies need to better understand the NACC program, prepare for on-site evaluation, and begin an online application. *Download the NACC Program Procedural Guide for an overview of the entire certification process with helpful tools and samples.*

What Does NACC Evaluate?

An In-Depth Analysis of Five Business Areas

The NACC program evaluates architectural glass and metal contractors via on-site and annual audits in five areas:

- 1 Company Business Practices
- 2 Safety
- 3 Quality Management Systems
- 4 Contract Administration Processes
- 5 Glazing Processes

Documented Quality

A Quality Management System is an NACC Priority.

NACC requires contractors have eight documented quality control measures in place:

-  Quality Manual
-  Annual Internal Reviews
-  Operational Procedures
-  Equipment Maintenance & Accuracy Reporting
-  Record Retention Policy
-  QMS Document Control
-  Corrective & Preventive Actions
-  Procedures for Handling Customer Feedback

"NACC truly has made us a better company. It sets us apart and has made us best in class. We feel more confident in the way we're providing clients with a complete package by being certified."

- Mike Gilbert, President, Empirehouse, Inc., Mounds View, MN
NACC certified since 2016

"NACC works. It makes you that much better and more aware of how each department is running. It helped us straighten out, clean up, and fine tune the machine."

- Peter Neudorf, Jr., Director of Field Operations, Ferguson Neudorf Glass, Inc., Beamsville, ON
NACC certified since 2015

Developed Through Industry Collaboration

With Independent, Not-for-Profit Administration

NACC was developed by a balanced cross-section of glaziers, glazing contractors, industry manufacturers and suppliers, architects, spec writers, consultants, and general contractors. All aspects of the programs are managed and administered by an independent third-party organization and sponsored by the Architectural Glass and Metal Certification Council (AGMCC), a 501(c)3 not-for-profit, public benefit organization.

ANAB Accredited

An Internationally Recognized Standard

The NACC certification program has achieved ANAB (American National Standards Institute (ANSI) National Accreditation Board) accreditation to the ISO/IEC 17065 standard. Accreditation to this standard assures applicant and licensee companies and stakeholders that the program requirements are relevant and that assessments are consistently and fairly administered.



Award Winning

NACC Program Wins IRMI Gary E. Bird Horizon Award

The NACC Program won the 2020 Gary E. Bird Horizon Award presented by the International Risk Management Institute, Inc. (IRMI). The Horizon Award, sponsored by Travelers, is presented annually by IRMI to recognize a demonstrated commitment to improving construction risk management through the implementation of innovative, cost-effective, and efficient risk management techniques.



"While certification programs are nothing new, the applicability of a certification process to construction risk management-related functions is quite unique, especially in the construction trades. That this program followed well established models in construction further supports both the functionality of it and the unique adaptation of those established methods to the problem at hand."

- Horizon Award Judge

"Since there is no licensing for glazing contractors, we believe this is a great alternative. This certification is what will set us all apart from the companies that cut corners, are not properly trained, and do not have the proper insurance needed to protect the contractors and owners."

- Denise Baker, President
Spring Glass & Mirror
Spring, TX
NACC Certified since 2020

QUESTIONS?

Call, email, or visit us online to learn more:



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<https://www.GlazingCertification.com>

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