

2008 NWRA Annual Conference

**November 6-7, 2008
Mandalay Bay Convention Center
Las Vegas, Nevada**

Co-located with the International Autobody Congress & Exposition (NACE),
the Auto Glass Expo @ NACE, and the
Walt Gorman Memorial Windshield Repair Olympics.

For more information or to register,
visit www.nwrassn.org,
e-mail info@nwrassn.org
or call 540/720-7484.



Sponsored by the National Windshield
Repair Association (NWRA)



Visit Olympics Competitions and the NACE Show FREE

Arrangements have been made for your conference badge to provide admission to the NACE trade show and the NWRA co-sponsored Walt Gorman Memorial Windshield Repair Olympics as well as the Auto Glass Technician Olympics taking place on the floor of the NACE Show as part of the Auto Glass Expo. If you arrive in Vegas early and wish to attend the AGRSS Charity Auction/Cocktail Party, your badge will get you into that Wednesday night event as well. To review the latest auto glass related seminars being assembled by the NACE show, visit www.naceexpo.com (other NACE events, including its seminars, require a separate admission).

Conference Schedule

Thursday, November 6

7:30 a.m. – 6:00 p.m.
Conference Registration Open

10:00 a.m. – 4:00 p.m.
Walt Gorman Memorial Windshield Repair Olympics



Friday, November 7

7:30 a.m. – 6:00 p.m.
Conference Registration Open

8:00 a.m. – 8:30 a.m.
Opening & Welcome by Paul Syfko, NWRA President

8:30 a.m. – 10:00 a.m.

How the Green Movement Will Change Your Business Forever

The Green Movement in this country is going to cause a seismic shift in the way glass and glass repair services are sold. At no point in the repair industry's history has it been more primed for rapid growth and increased profitability. Come learn what you need to do locally to be ready and to ensure you make a "green" commitment to the future.

Speaker: Mike Boyle, president, GlasWeld, Bend, Ore.

10:15 a.m. – 11:45 a.m.

Internet Marketing for the Repair Community

Your Internet presence should maximize your profits. And, according to experts, the auto glass repair industry is still in its infancy when it comes to Internet marketing. Get ahead of the curve and make sure you are incorporating the latest Internet sales tactics to keep your business busy. This program is designed to get more business to you through the Internet.

Speaker: Scott Orth, director of internet marketing strategies, GTS, Portland, Ore.

Noon – 1:00 p.m.

Networking Luncheon

1:00 p.m. – 1:45 p.m.

Visit International Autobody Congress and Exposition (NACE)

NWRA conference attendees receive free admission to the NACE trade show. Visit your suppliers and stop by the Auto Glass Expo on the show floor.

Note: The NWRA Board meeting will also take place during this time.



Get Certified for FREE!



In order to become an NWRA Certified Repair Technician, applicants must have at least six months experience, pass a written examination and correctly perform a repair before an NWRA Practical Assessment Administrator (PAA). NWRA will be providing all aspects of its certification process at this year's conference. Laminated glass repair training will be provided on Friday, November 7, at 4 p.m., immediately followed by a proctored certification exam. All NWRA Practical Assessment Administrators (PAA) that are exhibiting at NACE during the conference will be equipped to observe the technical demonstrations of prospective certified technicians.

This means that qualified repair technicians who pass will be able to leave Las Vegas as NWRA-certified technicians for no additional conference costs. A complete list of available PAAs at NACE will be listed at www.nwrassn.org.

For more information about NWRA certification, visit www.nwrassn.org.

2:00 p.m. – 3:15 p.m.

Insurance Industry Update

This panel discussion will bring together several major insurance companies and third-party administrators to talk about how best to provide ethical and quality repair to our mutual customers. Also to be discussed will be the insurance community's opinions on the movement towards "flat" pricing being offered by several carriers; trends toward rising repair rates; how networks benefit or hamper repair; and other important industry topics.

Speakers: Representatives of State Farm Insurance, LYNX Services and others.

3:15 p.m. – 4:00 p.m.

Automotive Glazing Trends

Every year automotive designers find new useful ways to incorporate laminated glass into their concept vehicles. Mark Gold of Solutia Inc. will present NWRA conference attendees with an in-depth 45-minute educational seminar on what trends are appearing on the automotive glazing horizon.

Speaker: Mark Gold, applications development manager, Solutia Inc., Springfield, Mass.

4:00 p.m. – 4:45 p.m.

Repair of Laminated Glass Certification Training

Attendees of this seminar will be able to review and prepare to take NWRA's Windshield Repair Certification exam. Attendees can take the certification examination immediately following the seminar free of charge—a \$95 value. Attendees can complete their practical demonstration requirements afterwards as well. (NWRA Practical Assessment Administrators will be available on the NACE trade show floor to observe any practical demonstrations of certification applicants.) For more information about NWRA certification, visit www.nwrassn.org.

Speaker: Wade Schlichenmayer, account executive, Delta Kits Inc., Eugene, Ore.

5:00 p.m. – 5:30 p.m.

NWRA Repair of Laminated Glass Certification Examination

6:00 p.m. – 8:00 p.m.

Networking Cocktail Party

The cocktail party is the best time to socialize and get to know others who are attending the conference—some for the first time. Repeat attendees can renew business alliances over beverages and finger-foods.





The NWRA Mission Statement:

- Promote and develop the legitimacy of windshield repair as the first option for glass;
- Provide and promote best practices for those engaged in windshield repair;
- Provide the public with benefits of repair;
- Provide education, resources and information about repair;
- Develop and promote qualified, ethical repair practices; and
- Serve as an advocate for the windshield repair industry before government, and other regulatory groups.

Join Us!

You are invited to attend the 2008 NWRA Annual Conference. Join other glass repair professionals who dedicate themselves and their businesses to ensuring ethical auto glass services by returning a safe and secure automobile to the customer.

The National Windshield Repair Association is a not-for-profit trade association organized in 1994 to promote the legitimacy of the windshield repair industry. The NWRA provides a forum for the exchange of ideas between its members and provides the public, industry and government with a reliable source of information regarding windshield repair. The NWRA also organizes, at a grass-roots level, campaigns to influence the governmental agencies responsible for establishing regulations for the windshield repair industry.

Why Should I Attend?

If you hold repair work as any fraction of your daily business, this conference is important for you. Come learn from other industry experts, as well as peers, who many times face the same challenges you do. Challenge your current business tactics to those of your competitors – there is always room for improvement and this conference is dedicated to bringing you the education to make those changes. Meet with top owners and ask your questions. Discuss what obstacles you face and see how others find resolution to them in their businesses.

Who Should Attend?

The conference is designed for auto glass repair technicians, owners, managers and company employees and anyone interested in repair as well as those committed to safety and who want to learn more about how to differentiate themselves from competitors.

You don't have to be employed by an NWRA member company to attend! Anyone who is interested in learning more about selling auto glass services is encouraged to attend.

Where the Conference Takes Place

The conference returns to the Mandalay Bay Convention Center, located on "The Strip" in Las Vegas. An ideal venue for the conference, the convention center also hosts the International Autobody Congress and Expo (NACE), home to the Auto Glass Expo @ NACE and the accompanying the NWRA co-sponsored Walt Gorman Memorial Windshield Repair Olympics.



Starting November 5 through November 8, 2008, the conferences, exposition and competitions will all be held at the Mandalay Bay Convention Center. The Luxor hotel is right next to the Mandalay Bay Convention Center; it is currently hosting a block of rooms for the attendees of the Auto Glass Week events.

Attendees can reserve a room by calling the Luxor directly at 877/386-4658 or by calling 800/895-3978. Be sure to mention that you are visiting the NACE show to receive your conference room discount.

Be Part of the Whole

The automotive world is convening during the first week of November in the “adult playground” of Las Vegas to work on bettering their businesses and industries as a whole.

November 6 the Walt Gorman Memorial Windshield Repair Olympics will be taking place in the Auto Glass Expo on the NACE trade show floor. Also

note that November 5-8 the International Autobody Congress & Exposition (NACE) Auto Glass Expo with official auto glass publication **AGRR** magazine will provide an extensive exposition hall for auto glass, but also the auto body industry and related fields. Other groups such as the Auto Glass Replacement Safety Standards Council Inc. (AGRSS) and the Independent Glass Association (IGA) are holding their conferences at the Mandalay Bay Convention Center that week as well.



What is the Windshield Repair Olympics?



The third annual Walt Gorman Memorial Windshield Repair Olympics (WRO) was created to provide a venue for repair technicians to showcase and learn the finest repair techniques from one another. The WRO co-sponsored by the National Windshield Repair Association (NWRA) and **AGRR** magazine will be held on the NACE show floor at the Mandalay Bay Convention Center next to the Auto Glass Expo @ NACE.



Walt Gorman – Industry Icon



Walt Gorman was the owner of A-1 Windshield Doctor in Seekonk, Mass., an **AGRR** columnist and an industry icon sharing nearly 20 years of his life with the auto glass repair industry. He also was a columnist for Windshield and Glass Repair (WGR) magazine, the precursor to **AGRR**, throughout most of

its publication, and went on to write the Ask the Doctor column in **AGRR** magazine. Gorman served on the National Windshield Repair Association board of directors for ten years and was one of the association's founders.



Thursday,
November 6
10:00 a.m. – 4:00 p.m.

Schedule at a Glance

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Conference Registration Open

10:00 a.m. – 4:00 p.m.
Walt Gorman Memorial Windshield Repair Olympics
(co-sponsored by NWRA)

Friday, November 7

7:30 a.m. – 6:00 p.m.
Conference Registration Open

8:00 a.m. – Noon
Seminars

Noon – 1:00 p.m.
Networking Luncheon

1:00 p.m. – 5:00 p.m.
Seminars

5:00 p.m. – 5:30 p.m.
NWRA Repair Technician Certification Examination

6:00 p.m. – 8:00 p.m.
NWRA Networking Cocktail Party

Auto Glass Week™ Events Going on in Vegas

International Auto Glass Safety Conference & Second Annual AGRSS Charity Auction

November 5-6, 2008
Mandalay Bay Convention Center
Las Vegas, Nevada
Sponsored by the AGRSS Council Inc.
www.agrss.com/conference



International Autobody Congress & Exposition

Host of the Auto Glass Expo @ NACE
Conference: November 5-8, 2008
Exposition: November 6-8, 2008
Mandalay Bay Convention Center
Las Vegas, Nevada
Sponsored by the ASA
Produced by Hanley-Wood Exhibitions



Third Annual Walt Gorman Memorial Windshield Repair Olympics

November 6, 2008
Mandalay Bay Convention Center
Las Vegas, Nevada
Co-sponsored by the National Windshield Repair Association (NWRA) and **AGRR** magazine
Event Management by **AGRR** magazine
www.repairolympics.com



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Sponsored by the National Windshield Repair Association (NWRA)
www.nwrassn.org



Fourth Annual Auto Glass Technician Olympics

November 7-8, 2008
Mandalay Bay Convention Center
Las Vegas, Nevada
Co-sponsored by the Independent Glass Association (IGA) and **AGRR** magazine
Event Management by **AGRR** magazine
www.autoglassolympics.com



IGA Marketing Conference

November 7-8, 2008
Mandalay Bay Convention Center
Las Vegas, Nevada
Sponsored by the Independent Glass Association (IGA)
www.iga.org



2008 NWRA Annual Conference Registration Form

Register below or online at www.nwrassn.org.

Company Information (Please print)

Company: _____

Address: _____ City: _____

State: _____ Zip/Postal: _____ Country: _____

Phone: _____ Fax: _____

Attendee Name(s) _____ E-mail _____

_____ E-mail _____

_____ E-mail _____

_____ E-mail _____

Pre-Registration Rates: (Pre-registration closes October 17, 2008)

NWRA Member Company Primary Attendee \$150

NWRA Member Company Secondary Attendee \$125

Non-Member Company Primary Attendee \$350

Non-Member Company Secondary Attendee \$125

On-site Registration rates (Rates after October 17, 2008)

NWRA Member Company On-site Registration \$200

NWRA Member Company Secondary Attendee \$175

Non-Member Company On-site Registration \$400

Non-Member Company Secondary Attendee \$175

Promotion Code _____

Note to Members
NWRA supplier members are offering 50%-off coupons, reducing your complete registration by half. Call your supplier before you register!

Method of Payment

Check Enclosed (*Made payable to NWRA*)

MasterCard Visa American Express

Credit Card #: _____

Exp. Date: _____ CVV#: _____

(The 3 digits on the back of the card or 4 digits on the front of AMEX)

Name on the card: _____

*Phone: _____

*E-mail: _____

Signature: _____

**Required fields to process your card. Payment will not be processed if the required information is incomplete. Please note payment will show on your credit card statement as Key Communications Inc.*

All fees must be payable in U.S. dollars.

LOOK AT ALL YOUR CONFERENCE REGISTRATION INCLUDES:

Organizers of the NWRA Annual Conference have made arrangements for your participation fee to include:

- All the NWRA Seminars and Workshops
- NWRA Repair of Laminated Glass Certification Training and Testing
- Admission to the NWRA Cocktail Party
- Admission to the NACE trade show*
- Admission to the Auto Glass Technician Olympics*
- Admission to the Windshield Repair Olympics*
- Admission to the AGRSS Charity Auction/Cocktail Party (Wednesday Evening)*

* Separate event being held concurrently with the NWRA Conference.



Fax completed form to 540/720-3470 or mail to 385 Garrisonville Rd., Suite 116, Stafford, VA 22554

Questions or Comments:

Please contact NWRA, P.O. Box 569, Garrisonville, VA 22463 or call 540/720-7484; fax: 540/720-3470.

Cancellations & Refunds:

All requests for cancellation and/or refunds must be received in writing by October 17, 2008, and are subject to a \$25 administration fee. No refunds can be granted after this date.



P.O. Box 569
Garrisonville, VA 22463

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