

Rizzi Presents Popular Program At International Glass Show

Mark J. Rizzi, owner of ACR Glass in Allaince, presented a seminar on corrosion procedures and proper windshield installation at the IGA's National Independents' Days Convention and Glass Show on April 5 in Orlando, Fla. Other presenters at the meeting included other glass shop owners, researchers, consultants, and representatives reporting on progress by various national committees working on topics such as safety standards. Rizzi drew more attendees to his presentation at the IGA's meeting than any other procedural presentation.

Rizzi has been an active supporter of and contributor to the American National Standard Institutes (ANSI) Auto Glass Replacement Safety Standards (AGRSS), intended to set a benchmark for proper auto glass installation practices and procedures nationwide. Rizzi said, "When auto glass technicians follow these standards, to which dozens of auto glass specialists contributed, they will improve safety and quality for consumers." According to Tim Smale, Independent Glass Association CEO, Mark Rizzi is "one of the most informed and energetic independent glass shop owners in America. Mark has demonstrated a willingness to help fellow independents and especially consumers to obtain safe glass work at reasonable prices."

Recognizing Rizzi's research into procedures to deal with and mitigate corrosion caused by poor after-the-factory auto glass installations, their safety implications, and his national service, the IGA recognized him at the 2001 annual convention in Memphis as "a point of light," one of six recognized as leading independent glass shop owners in the U.S. At this year's convention, Rizzi was presented with the IGA Special Achievement Award for his outstanding contribution to the betterment of auto glass retailers nationwide.

Working first with a national manufacturer of windshield adhesives used in vehicle manufacturing, he began researching and testing in 1995 for the best and safest repair methods and materials as proven by actual crash tests. His research soon expanded to include collision repair professionals' expertise from around the country and he has made his presentation to some of them as well.

ACR Glass, founded in 1987, is a full service glass business, handling all kinds of glass work, automotive, commercial and residential -- and counts many Nebraska Panhandle residents among its customers. One reason for ACR Glass' high standards on quality: "My customers are my friends and neighbors, not just customers," Rizzi said. "That's something I've been trying to teach others, the core values of small town living. It's really amazing to see those values take hold in larger cities when business owners get back to the old-fashioned basics of customer service. It's about quality and safety, not just the words, but actually returning consumers' vehicles with their safety systems restored to OEM specifications. We've compiled a huge photo database of poor installations that shows it just isn't an occasional incident here or there. That has to change, and the IGA is working towards that goal."

The IGA's mission is to unite the efforts, interests, and ideas of its members. It offers marketing, billing, warranty, and purchasing programs and promotes a high standard for consumer safety, quality, service, and fair trade principles. It encourages a healthy, competitive, and free market environment and the independence of each member.