The National Fenestration Rating Council (NFRC) provides this twice-monthly newsletter to keep you informed of pending deadlines, volunteer opportunities, and NFRC news.

## Calendar and Deadlines

### March 2018

- March 19-21 -- Spring Committee Meeting, St. Louis, MO. [Details, registration, and the draft schedule are available now.](#)
  - Ballot comments are available for review prior to the meeting [HERE.](#)
  - [Program Booklet, including agendas, draft minutes, rosters, and supplemental information is available for review HERE.](#)

## CEO Callahan Says Volunteers Are NFRC’s Backbone

Deb Callahan, CEO, at the National Fenestration Rating Council (NFRC) read an article recently that caused her to reflect on how her organization creates value.

What grabbed her attention was a line that said the gross domestic product doesn’t provide an accurate picture of society because it excludes volunteer work – an activity that creates economic value but falls outside the market. Callahan read on and learned that during 2016, nearly 63 million Americans contributed eight billion hours of volunteer service worth $193 billion.

“It was something of an epiphany,” she said. “In that moment, I realized volunteers are the backbone of NFRC’s work.”

When the organization set up shop nearly 30 years ago, it faced plenty of skeptics. Many people scoffed at the idea of an independent organization providing a ratings and labeling program for windows, doors, and skylights.

But through the persistence of its relatively small staff and seemingly countless volunteers, NFRC now enjoys a reputation as the nationally-recognized authority for providing energy performance information for these products.

“When I reflected on the path that led us here, I realized that some of the biggest steps forward were taken by our volunteers,” Callahan said. “Without them, none of this would be possible.”

Callahan sees volunteering as delivering benefits in both directions. She says volunteers consistently bring a fresh perspective to NFRC’s work and give the organization a more diverse talent pool to draw from. She points out that their specialized knowledge keeps NFRC’s programs evolving and adds that their insight keeps its staff updated on industry...
trends.

Best of all, Callahan sees volunteers continually bringing a new level of energy, enthusiasm, and creative thinking to the organization, helping it build its reputation and expand its reach.

In return, NFRC helps its volunteers by positioning them to have a valuable, positive impact on developing its ratings and shaping its organizational direction. In the course of it all, they make valuable contacts and acquire new skills.

Callahan said her newfound appreciation for volunteer work will guide her decisions throughout 2018, as she seeks to improve the relevance of NFRC’s ratings and to position the organization as a nonprofit that collaborates with all its stakeholders to help realize national energy efficiency and green building goals.

“There are not enough words to describe how amazed and grateful I am for the dedication, compassion, and generosity of those who have served NFRC over the years,” Callahan concluded. “Our volunteers are my source of inspiration.”

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**NFRC Board Chair, Bush, Promoted at Vitro**

Vitro Architectural Glass has always been committed to quality, but when company President, Dick Beuke, decided to put that commitment front-and-center, he chose Paul Bush, to lead the way.

Formerly serving as Vitro’s Director of Technical Services, Bush was promoted to Director of Quality and Technical Services, effective February 1.

As the Director of Technical Services Bush previously reported to the company’s Director of Sales, and the Quality organization reported through the VP of Operations, Bush with the combined Quality & Technical organizations now reports directly to Vitro’s president. The change is intended to spotlight Bush’s position, internally and externally.

“This is an exciting new challenge,” Bush said. “My goal is for Vitro to be recognized as the best in class for glass and coated glass products.”

Managing Vitro’s overall quality initiatives, Bush explained that one of his first initiatives will be to look at ways to facilitate product consistency. He sees this as an important step, given that Vitro’s products are at the beginning of the supply chain, and the quality affects everyone else down the line.

“It’s the need for reliability that led to the creation of this position,” Bush explained. “It demonstrates our commitment to the industry and to the public.”

Further demonstrating this commitment, Vitro plans to create two additional positions in its quality division, focusing primarily on low-e coated glass.

“The key thing at the end of the day is for the customer to have confidence that what they’re getting is the best that it can be,” Bush concluded. “It’s my job to make that happen.”

Bush, who also serves as Board Chair for the National Fenestration Rating Council (NFRC) acquired the blend of skills to rise to his new position following over 30 years in the fenestration industry.
Starting in the engineering group at PPG, Bush quickly excelled to positions in operations, product development and technical services. Bush began his service with NFRC in 1997, originally with the Optical Properties Subcommittee and was elected to the board in 2013. He became Vice Chair in 2016 and was elected Chair in 2017. In January 2018, Bush was re-elected as Chair.

“All of us at NFRC congratulate Paul on his accomplishment,” said NFRC’s CEO, Deb Callahan. “Given his proven track record for leading large-scale initiatives, I’m sure he will thrive in his new leadership role.”

NFRC Executive Committee Seated

The National Fenestration Rating Council’s (NFRC) 2018 Executive Committee will remain comprised of its 2017 members, and the organization’s CEO, Deb Callahan, sees this as an opportunity to increase momentum.

According to Callahan, NFRC made considerable strides last year, educating the public about the value of its ratings and implementing several projects aimed at streamlining its programs to create more value for its program participants.

Seeking to make even further inroads, she envisions the Executive Committee and the organization growing stronger together as they accelerate these initiatives throughout 2018.

“The advantage to retaining last year’s members is that they already have a sense of shared purpose,” Callahan said. “This will allow us to generate new ideas faster, work even more efficiently, and ultimately get more done for our stakeholders.”

The Executive Committee includes the following members:

- Paul Bush, Vitro Architectural Glass – Chair
- Daniel Huard, Humann Building Solutions, USGBC – Vice Chair
- Jeff Baker, WESTLab – Ombudsman
- Kerry Haglund, Efficient Windows Collaborative – Treasurer
- Greg McKenna, Kawneer, Co, Inc. – Member-at-Large
- Kevin Vilhauer, Milgard Manufacturing, Inc. – Secretary

“I envision each one of these committee members making an outstanding individual contribution,” Callahan concluded. “Collectively, I envision them yielding new perspectives that will prove instrumental in our success.”

In Case You Missed It

The following bulletins were distributed since the last issue of Update:


New Members

NFRC would like to welcome these new members in 2018:

- iGlass Technology
Member News -- From the California Energy Commission

The California Energy Commission proposes to adopt changes to the Building Energy Efficiency Standards contained in the California Code of Regulations. Use THIS link for more information. Public comments on the Draft Express Terms are due by March 5, 2018.

To submit information for "Member News," please contact Jessica Finn, NFRC Membership Manager, at 240-821-9512.

FenStar Certification Program Information

NFRC is pleased to announce the beginning of the Pilot Program for the FenStar Certification Program. Three manufacturers are currently participating in the program and are providing important feedback for improvements on workflow and user friendliness. The Pilot Program will continue on until all of the current product lines are certified. Along the way, NFRC will also be certifying new products and new manufacturers in the program.

An important part of the Pilot Program is to return your signed license agreement to NFRC. The license agreement can be downloaded here. Please download the file, sign it and send it to FCP@nfrc.org with the subject line “License Agreement." The license agreement will be countersigned by NFRC and sent back.

Updates to the NFRC webpages for the FenStar Certification Program are expected to be finished this month so please check back soon. Updates to the FAQ page will also be made shortly with new questions and answers added.

Notices of selection for the Verification Testing portion of the certification program will be going out this month. The verification testing is taking the place of the now defunct Independent Verification Program (IVP). As mentioned in our webinar series, there will be no noticeable change in that program for everyone who passes the test.

- FenStar Certification Program Announcement
- Frequently Asked Questions (FAQs) -- this webpage will be updated frequently
- If you would like to ensure receipt of program emails, please email FCP@nfrc.org

NFRC Staff Spotlight

Dan Womer joined the NFRC staff in August 2015 as the IVP Coordinator and is now Program Administrator for the FenStar Certification Program. Previously he worked for six years at Cigna Health, managing their provider database and honing his skills in data analysis and process improvement. He also had a short stint in the industrial laundry sales field. Contact Dan with questions about NFRC FenStar Certification Program Surveillance.

The full list of NFRC staff with contact information can be found HERE.

NFRC Meeting Information
**Dates through 2018**

The following dates have been vetted thoroughly, are published early, and were reported to affiliated industry contacts to avoid potential conflict. Please mark your calendars with the following meeting dates through the fall of 2019:

### 2018

- **Spring Committee Meeting -- March 19-21, 2018**  
  St. Louis, Missouri

- **Fall Membership Meeting -- October 8-11, 2018**  
  Albuquerque, New Mexico

### 2019*

- **Spring Committee Meeting -- March 25-27, 2019**  
  Location to be determined

- **Fall Membership Meeting -- September 23-26, 2019**  
  Location to be determined

**Volunteer Opportunities**

- **The NFRC 100 Product Line Updating Task Group** was formed at the Fall Membership Meeting in San Diego, CA. This group will report to the NFRC U-factor Subcommittee. Mason Fritz is the task group chair. Information on the group, including the option to request to join the task group can be found via the link above or by contacting the NFRC staff liaison, [Steve Urich](mailto:Steve.Urich@nfrc.org), at 240-821-9514.

- **The NFRC 700 Certification Process -- Streamline Task Group** conducted an in-depth analysis of the NFRC product certification program during a kaizen event that took place in June 2017. Results of that analysis were presented to NFRC membership at the Fall Membership Meeting in San Diego, CA. The presentation by [Steve Strawn, task group chair, may be viewed HERE](#). Work groups have been formed and are meeting to tackle the suggested projects resulting from the kaizen event. NFRC members and program participants are invited to join the task group, and to volunteer for these work groups. Please request to join the task group by clicking on the linked task group name above or contact the NFRC staff liaison, [Una Moneypenny](mailto:Una.Moneypenny@nfrc.org) at 240-821-9509.

- The **ANS Standards Committee** is seeking members, particularly in the User and General Interest categories. This group is responsible for the adoption and revisions to ANSI/NFRC 100, ANSI/NFRC 200, and ANSI/NFRC 400, and to ensure the ANSI consensus process is followed. Additional information (including definitions of the member categories) and the applications for the committee may be found on the group page linked or you may contact [Robin Merrifield](mailto:Robin.Merrifield@nfrc.org) at 240-821-9513.

Volunteer opportunities are always listed on the [NFRC community](#).

**NFRC Billing Information**
NFRC’s membership dues and participation fees invoices were emailed January 4, 2018. If you have not received your invoice, or if you have questions, please contact NFRC at accounting@nfrc.org.

NFRC offers the ability to pay invoices online. Once logged in, you will see all of the open invoices. This is a secure site and it is PCI Compliant. It will not process payments automatically. If you choose to pay by credit card, click here: PAYMENT PORTAL.

If you have any questions regarding billing or the new portal, please contact us at accounting@nfrc.org.

NFRC envisions a future where every window, door, and skylight purchase decision is made using the NFRC label to evaluate energy performance.

Visit us at www.nfrc.org

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