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“It’s a matter of pride - and a sales tactic - to say you’re NACC certified. To be able to tell someone we’ve gone through third-party review and achieved certification says that Forno is going to give them the best possible chance to be successful in quality, safety, and completion than a non-certified contractor.”

- Brian Albanese, Vice President  
Forno Enterprises, Inc.

images courtesy Forno Enterprises, Inc.

## NACC Case Study: **PROCESS AND BENEFITS OF CERTIFICATION** Trout Creek, New York

**NACC Certified Glazier**  
Forno Enterprises, Inc.  
Trout Creek, N.Y.

### Team

**President:** Michael Spaccaforno  
**Vice President/Project Manager:** Brian Albanese  
**Assistant Project Manager:** Daryl McClenon

### About Forno Enterprises

Forno Enterprises, Inc. is a full-service architectural aluminum and glass company established in 1988. Its team includes many personnel with over 30 years of experience. In addition to new projects, the company performs glass and aluminum replacements. Founded by a Marine Corps veteran, Forno Enterprises maintains a mission-focused approach to coordination and communication between builder, owner, architect, and contractor. *Forno Enterprises attained NACC certification in December 2018.*

### Introduction

Forno Enterprises, Inc. of Trout Creek, N.Y., achieved NACC certification in December 2018. The process took roughly three months, spearheaded by Vice President Brian Albanese and Assistant Project Manager Daryl McClenon. McClenon previously participated in an ISO certification, and had the background and organizational skills to shepherd NACC certification in a fast and efficient manner. “We did most of what’s required for certification already; it just wasn’t on paper,” he explained. Albanese likened his pre-certified company to a classic car: “We had a frame and wheels and some rust on the doors, but we weren’t ready for the NACC road.”

The process took the 30-year-old company from 0 to 60, transforming operations and efficiency through documentation and consistency. Now the Forno Enterprises team speaks with pride about the comprehensive process and the benefits gained.

### About NACC

The North American Contractor Certification Program provides architectural glass and metal contractors with certification recognition through a professionally administered, third-party assessment, as a means of creating a baseline for competency and adherence to industry-accepted guidelines.



*Certification ensures quality on Forno Enterprises projects such as SUNY Oneonta's new Science Center*

## NACC: Documentation

The most important part of certification involves documentation. The Forno Enterprises team began with a thorough review and update of the company's existing quality manual. From there, they worked through every document used daily, reconciling subtle differences and standardizing each one. The process was tough but resulted in consistency. For example, now every estimator works from an identical price sheet. When labor rates increase, instead of having to adjust each estimator's document, the change is made on a single form, McClenon captures the information in a shared log, and he redistributes the new information to the team. Everyone is literally on the same page.

## Process & Benefits

"Everything we buy is certified, except the guy doing the work," said Albanese. "You can have all the parts and pieces, but what good is it if you don't know how to put the puzzle together." With NACC certification, now the company has third-party validation. The in-depth criteria, established at the very first meeting, allowed them to systematically review and standardize every aspect of business. "Top to bottom, it was comprehensive, but not at all intrusive financially or otherwise," he added.

## Teamwork

McClenon's participation was a clear advantage for Forno Enterprises. The company admits having a dedicated resource to systematically execute every step in the process helped accelerate the certification timeline. But they acknowledge that the process doesn't stop once NACC certification is obtained. The continuity of best practices ensures that quality, efficiency, and safety remain ongoing, readily achievable goals.

"Getting all of your people to buy into it and continue to maintain and follow procedures is very important," McClenon explained. From checking tape measures and validating equipment in the shop to documenting procedures on the job site, the process of continuous improvement adds the real value.

## Employer & Employee Protection

Albanese believes the consistency instilled through NACC certification also contributes to employer protection. He recounts a story from several years ago when a false workers compensation claim was filed against Forno Enterprises. During litigation, the judge asked if the company had documented forms and procedures for reporting injuries. At the time, the answer was 'no.' Had other circumstances not proved their case, Albanese and his team might have lost. Today, the answer would be a resounding 'yes.'

"Now that we've become certified, all of those policies are on paper and distributed to all employees," he explained. "In terms of quality, safety, tardiness, drug or alcohol abuse, or sexual harassment, we are protected as an employer because everyone knows how to conduct him or herself in the job every day."

Forno Enterprises' new and updated documentation for reporting issues and concerns spells out every detail to protect employees as well. Every role and responsibility is described with procedures in place for safety and quality.

According to Albanese, "Certification is a bargain for the huge advantage. Every company should go through it just for the self-growth."