

BARR
ENGINEERING
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May 1, 2007

Our president, Pete Buongiorno has a special announcement:

“BARR has MCSA Star Certification,
verified by the National Inspection, Testing and Certification Corporation (NITC), an ISO 9001 and ANSI-accredited certifying organization. We are one of only 74 companies in the U.S. with this certification.”



To become a STAR contractor, companies must maintain a superior safety record, offer outstanding customer service, and focus on continuing education and training for its employees.

In addition, at least 25% of the contractor's technician's must be **UA STAR** certified to ensure the contractor employs the best trained and qualified workforce.

Only 74 companies in the United States have reached **MCSA STAR** status since the program was introduced. BARR is proud to be one of them.

The **MCSA STAR** program is independently verified by the National Inspection, Testing and Certification Corporation (NITC), an ISO 9001 and ANSI-accredited certifying organization.

"The **MCSA STAR** qualification assures building owners and managers that the contractor has passed an extensive, independently-verified screening of its core competencies, including a skilled workforce and outstanding customer service," said Wayne Turchetta, chairman of **MCSA's** Board of Managers and Vice President of HMC Service Company, Louisville, KY.

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Why **MSCA STAR** Is Important To Building Owners and Managers:

MSCA STAR Requirement	Why It's Important To Your Business Or Facility
BARR's proven track record in Heating, Ventilation, Air-Conditioning & Refrigeration (HVACR) or plumbing service business	MSCA STAR's have proven they know the business and have succeeded in providing customers with quality work
Involved in the industry for a minimum of five years	MSCA STAR's are dedicated to the HVACR industry — and their customers — for the long term
A minimum of 25% of BARR's service technician's hold UA STAR certification	The technicians working on your facility are the best trained in the business and prove it by passing a rigorous exam. UA STAR is the only technician certification program in the HVACR industry that is ANSI-accredited and ISO 9000 certified
BARR's documented service safety, health program and maintain an outstanding safety record	You can rest assured that the technician's working on your equipment follow approved safety protocol
BARR provide on-going educational training to employees	Contractor's entire staff — including technicians, service dispatchers, sales personnel and service managers — are constantly learning new skills and expanding their knowledge of the industry so they can better serve you
BARR has its employees attend at least one MCAA or MSCA sponsored national or local program each year	MCAA and MSCA are recognized leaders in the HVACR industry for exceptional educational and training programs, such as, dedicated service manager training and comprehensive safety education programs
Provide and require Identifying uniforms to be worn by all field personnel	The contractor's technicians and other on-site personnel will be easily recognizable and dispel any security concerns
Maintain the highest level of customer service standards	The MSCA STAR's qualification process checks references with customers like you to ensure they have had a positive experience. This guarantees a timely and efficient response to your needs and ensures that your satisfaction is the contractor's top priority
Your Bottom Line is better at BARR	The MSCA STAR's program has taken the guesswork out of hiring a mechanical service contractor. When you use a MSCA STAR contractor, like BARR, you know you are getting the best value, workmanship and customer service.