

Working Together to Deliver High Levels of Construction Quality

Construction Quality Reviews by NHBC

NHBC has developed a programme focusing on construction quality that will help the house building industry maintain and raise quality during this period of significant volume growth. As part of this programme NHBC is introducing Construction Quality Reviews (CQRs) in addition to the normal inspection process.

Key Facts

- Free independent third party reviews of 'construction quality' on all your active sites registered with NHBC comprising an annual 2-3 hour detailed site review undertaken by our Inspection Managers covering construction work in build.
- Reviews extend NHBC's approach from identifying 'what is wrong' to gaining an understanding of 'why it went wrong' by establishing root causations, taking into account the whole process (Design, Procurement and Construction).
- Reviews will also identify areas of very good construction quality and again establish underlying causations.
- Feedback provided at various levels - site / senior management / industry.
- Detailed macro-level data across sites will be analysed and key findings provided annually to each company at senior management and industry level, to help spread best practice and drive up construction quality.

CQR Data, Analysis & Feedback

Site level feedback

Factual report on what has been seen at each build stage including photographic examples and 'key causations' (root causes), distributed at site and or senior management level.

Interim builder level data

Reports issued on request, include reporting tables indicating live performance by build stage at a macro-level with options to filter by region and or division level.

Interim builder level meeting

Opportunity to run through reviews to date, agree the focus areas (build stages and sites) and approach for structuring and communicating the annual analysis.

Annual builder level analysis

Analysis of agreed focus areas gaining an understanding of key trends/root causations.

Annual builder level feedback

Covers the above analysis in a presentation format and provides a platform to consider focus and direction for improving construction quality.

Follow up session

Review of business change, gain feedback on progress to date, work together to improve quality further.

Industry level analysis & engagement

Detailed analysis of build stages identifying key trends/considerations and focus moving forward.