

Introduction of Quality Common Scoring

The next stage in our technical risk management strategy



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What is Quality Common Scoring?

- Quality Common Scoring is a new way for us to provide feedback on inspections
- Our Building Inspectors will score each Key Stage Inspection, using a 6-point scale.



Why a 6-point scale?

- This is the same, familiar (common) scale we use for Construction Quality Reviews and Pride in the Job marking.

How will Quality Common Scoring marks be calculated?

- If Reportable Items are found during an inspection, a score of 1, 2 or 3 will be automatically recorded based on the cumulative total of the Damage Potential Rating of each Reportable Item in that inspection
- If no Reportable Items are found, a score of at least 4 will be given with a 5 or 6 being possible based on the criteria in the table below:

Score	Definition	Total DPR
1 Very Poor	Many significant non-compliances of NHBC Standards and/or Building Regulations - danger to health and safety and almost inevitably resulting in a claim	37+
2 Poor	Many minor non-compliances of NHBC Standards and/or Building Regulations and/or some significant non-compliance. Imminent danger to health and safety	16-36
3 Requires Improvement	Some minor non-compliance with Standards and/or Building Regulations	1-15
4 Good	Meets NHBC Standards and Building Regulations	No RIs recorded
5 Very Good	In addition to 4 some extra attention to detail over and above requirements	No RIs recorded
6 Outstanding	In addition to 4 much of work seen cannot be improved upon	No RIs recorded

What is Damage Potential Rating?

- This is a pre-determined weighting applied to each Reportable Item depending on the severity of the item. It is based on claims potential, health and safety, Building Regulations and homeowner disruption.

Where will Quality Common Scoring be recorded?

- Your Building Inspector will record your score for each Key Stage Inspection on a new look matrix page in our Site Record Book and will discuss scores at the end of each visit.

What are the benefits of Quality Common Scoring?

- The consistent and simple 6-point scale will give improved insight into the full spectrum of quality our inspectors see on site
- Improved feedback and recognition of very good and outstanding quality
- Clear ability to track improvements in quality performance over time.

Who should I contact for more information on Quality Common Scoring?

- Please ask your local Building Inspector if you have any questions about the new scoring scale.

NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP
Tel: 0344 633 1000 Fax: 01908 747255 www.nhbc.co.uk

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