

Quality Benchmark Reports

The next stage in our new technical risk management strategy



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We are introducing Quality Benchmark Reports as an enhancement to our existing benchmarking process. Our Building Inspectors will provide Quality Benchmark Reports at the start of a project to improve feedback on our inspections and support site managers to build right first time as the project progresses.

What are Quality Benchmark Reports?

- Our Building Inspectors will benchmark the first available Key Stage Inspection on new sites* and email a feedback report directly to site managers.
- Completed Quality Benchmark Reports will also be saved to the NHBC Portal.
- Each Quality Benchmark Report will be scored using the 6-point scale.



Why a 6-point scale?

- This is the same (common) scale used for Quality Common Scoring and Construction Quality Reviews.

What if non-compliant work is found?

- Non-compliant work will be highlighted within the Quality Benchmark Report, including photos and a description of the issue.
- The initial Report will be scored 1, 2, or 3 based on our Common Scoring scale.
- Reportable Items won't be recorded following an initial Benchmarking Inspection.
- A re-inspection will be required, and a follow-up Report will be submitted.
- If non-compliant issues remain after two re-inspections, Reportable Items will then be recorded.

What if work is found to be compliant?

- Compliant work and good practice will be highlighted within the Quality Benchmark Report, including photos and a description.
- The Report will be scored 4, 5 or 6 based on our Quality Common Scoring definitions.
- Quality Benchmark Reports should be referenced throughout the duration of the project to show what good looks like.

What are the benefits of Quality Benchmark Reports?

- Reports will highlight the key risks for each Inspection Stage.
- Reports will provide recognition of very good and outstanding work.
- The simple 6-point scale gives an overview of each Benchmark Inspection so that progress can be tracked over time.

Who should I contact for more information on Quality Benchmark Reports?

- Please ask your Building Inspector if you have questions about Quality Benchmark Reports.

*On new sites consisting of five or more plots.