

NHBC Bespoke Technical Risk Management Plans

Introduction and background

We introduced Key Stage Inspections in 1999 and they remain central to the way we manage technical risk on site. However, we recognise that:

- our builders are not one size
- projects are not one size
- construction risks are not the same on each project.

Bespoke Technical Risk Management Plans enhance our Key Stage Inspection process and help us target specific risks between key stages on each project.

What are Bespoke Technical Risk Management Plans (BTRMPs)?

BTRMPs are produced for each new site to:

- identify any specific construction risks for the site based on our claims and industry insights
- confirm any additional risk management activities that we will undertake.

These additional activities may include:

- Risk Based Inspections – additional called-for inspections to help us target specific risks between key stages. 24 hours' notice is required and Quality Common Scoring feedback will be provided following each inspection. Reportable Items will be recorded if defects are identified during inspections.
- Quality Benchmark Reports – additional feedback reports for specific construction risks, to support site managers to build right first time.
- 'moments in time' geo-tagged photographic evidence – we may request this in addition to or instead of some Risk Based Inspections.
- Inflight Joint Virtual Meetings – meetings may be arranged ahead of higher risk construction elements or key points in the project.

BTRMPs are live documents that will be updated throughout the life of a project in response to the quality of construction experienced on site.

What are the benefits of Bespoke Technical Risk Management Plans?

- More focus on specific risks between key stages on every new warranty and building control project to help improve construction quality.
- Higher-risk areas of construction identified and highlighted at an early stage on each project to help us offer additional support (we can help with Risk Guides, toolbox talks, training etc).
- Additional risk management activities to reduce the risk of defects occurring and improve the quality of new homes.



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