

# Steve Wood

NHBC Chief Executive

# Builders and developers

## Transitioning to meet changing circumstances

- Consolidation
- Partnerships focus in affordable housing
- Increased offsite manufacture
- Capacity and skills challenges
- **1.5 million homes over a five-year period requires a doubling of today's output levels.**

**Our purpose**

**Quality**

A photograph of a residential street with brick houses and trees, serving as a background for the text. The image shows a row of houses with red and orange brickwork, white window frames, and grey roofs. A red car is parked on the street in the distance. The word 'Quality' is written in large, bold, red letters across the middle of the image.

# Operating model



Raising standards. Protecting homeowners.

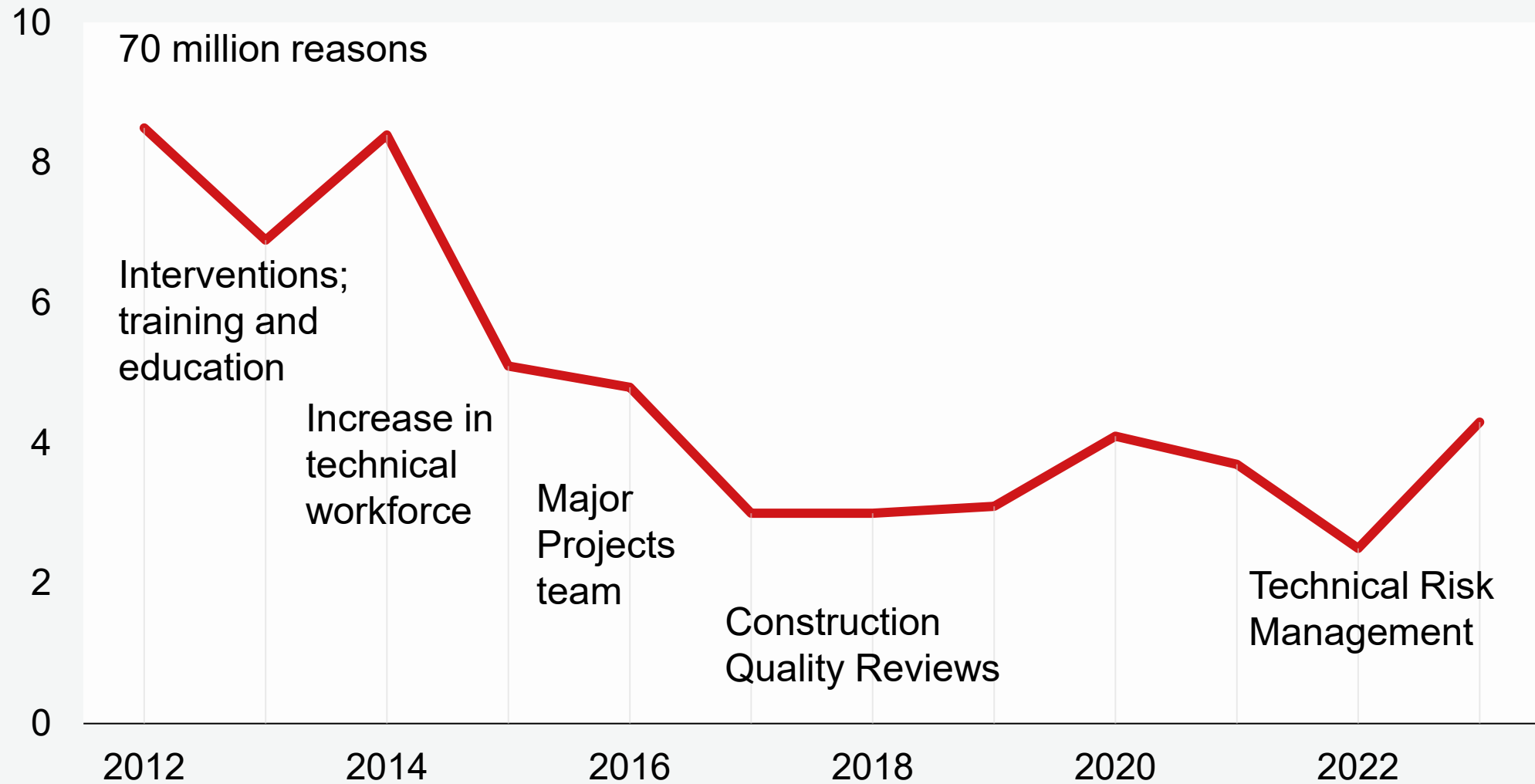


# Quality matters to all of us



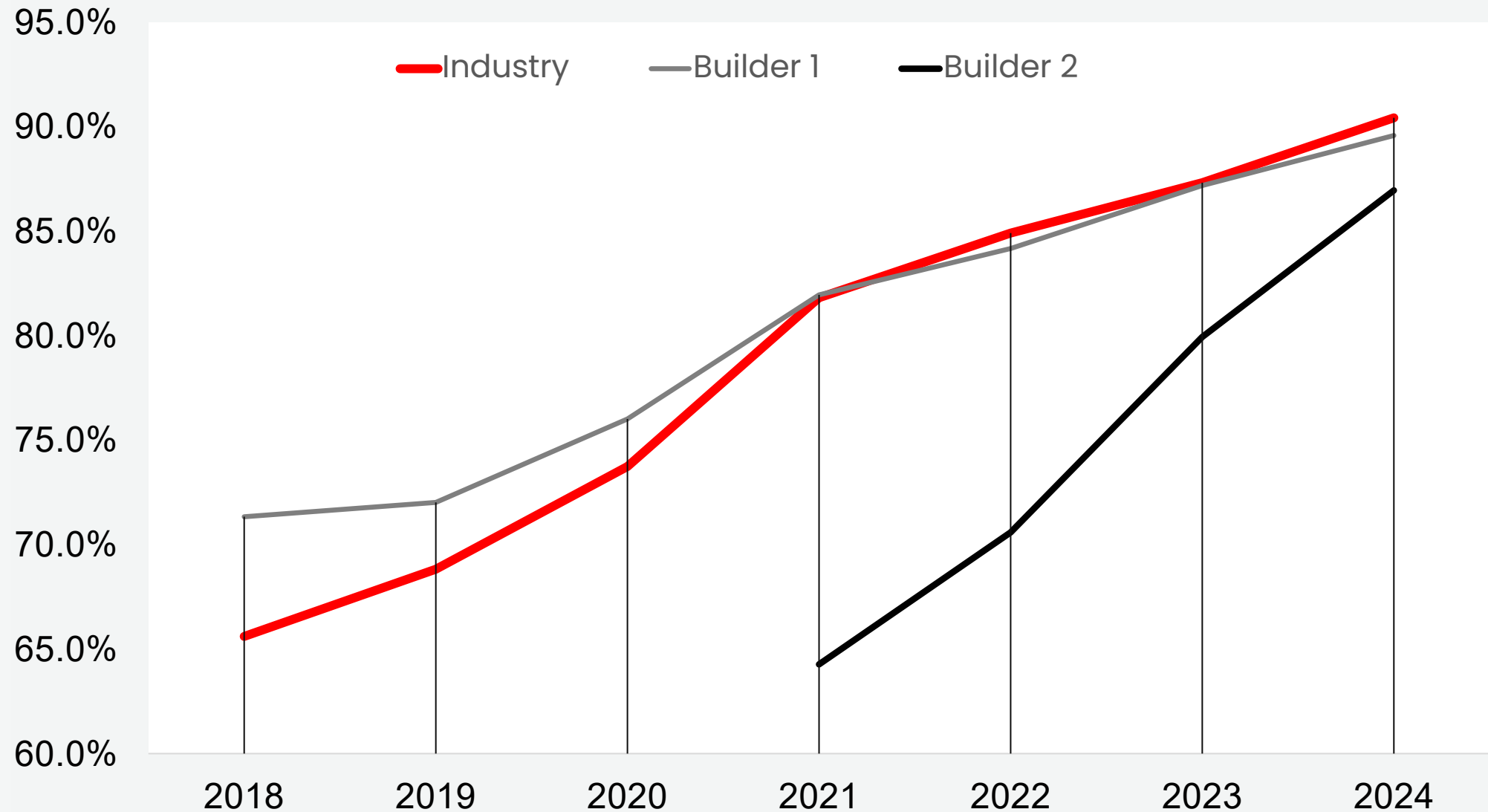
- Reduced defects, re-work and costs
- Superior homes with fewer snags
- More satisfied customers
- Reputation uplift
- Change 'the story' on house building.

# Claims per 1,000 plots on cover



# Construction Quality Reviews

% positive scores (rolling 12 months)



# Here to help

The background image shows the silhouettes of several hikers on a mountain ridge against a sunset sky. One hiker is helping another up, and others are standing on the peak in the distance.

Rising to these challenges

- Labour/skills shortages
- Increasing costs
- Productivity
- Sustainability
- Regulatory changes.



# Trades

A photograph of two construction workers in safety gear (hard hats, high-visibility vests, and work clothes) working on a site. One worker is standing and using a shovel, while the other is kneeling and using a mallet. They are working on a concrete foundation or slab. In the background, there is a brick building with several windows. The image is used as a background for the text overlay.

Groundworker

Bricklayer

Site carpentry

Air source heat pumps?

Timber frame operative?



# Trade CQRs

Supporting the front end

- Independent verification of quality
- Flag key issues/root causes
- Perpetuate the good
- Instil a 'right first time' culture
- Reduce customer complaints
- Improve customer satisfaction.





# Trade Apprenticeships

Creating tailored learning

- NHBC data driven content
- Work-like environment
- Accelerated programme designed for house building retains participants
- Block release
- Quarterly intakes.





# Trade Masterclasses

## Taking insights to site

- NHBC data driven content
- Defects focus
- On-site delivery
- 90 minutes short duration
- CITB funding.



# Quality Assurance

An agent of change for the industry



- Quality Assurance
- Quality Control



# Validation

Putting theory into practice

**7.5**  
days

**5**  
QA tools

**865**  
front doors  
replaced  
pa

**c.£1m**  
Rework pa

**50%**  
defect  
reduction in  
year 1





**Collaboration and partnerships**



# Thank you

