

Quality Benchmark Reports

The next stage in our new technical risk management strategy



Quality Benchmark Reports

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 our 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 2 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.

* On new sites consisting of 5 or more plots



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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.