

## WHAT DOES “NHQ CERTIFIED” MEAN?

National Housing Quality (NHQ) Certification is presented by the NAHB Research Center to trade contractors that have **documented their management processes, implemented customer-focused quality assurance systems** that meet NHQ requirements, and **participated in a rigorous audit** by Research Center quality experts.

NHQ Certification represents a company's ongoing **commitment to continual process improvement and customer satisfaction** in home building. Participation in the NHQ Certified Trade Contractor program **fosters consistency and quality in building practices**. Certified trades complete a thorough review of business practices to ensure all elements of their quality assurance systems are integrated to provide greater efficiency and customer satisfaction. Certification candidates participate in field and office consultations to implement their quality program, work more efficiently with their builder customers, and begin the continuous improvement efforts.



The NAHB Research Center's mission is to promote innovation in housing technology to improve the quality, durability, affordability, and environmental performance of homes and home building products. Created in 1964 as a subsidiary of the National Association of Home Builders (NAHB), the Research Center has established itself as *the* source for reliable, objective information and research on housing construction and development issues. The company's unique relationship with the housing industry and breadth of technical expertise provides the Research Center with an unrivaled depth of understanding of the housing industry, and access to its business leaders in fulfilling clients' research needs.

For more information on Research Center activities, capabilities, and partnerships, visit [www.nahbrc.org](http://www.nahbrc.org), or call (800) 638-8556.

For more information on NHQ Certification, visit [www.nahbrc.org/quality](http://www.nahbrc.org/quality)

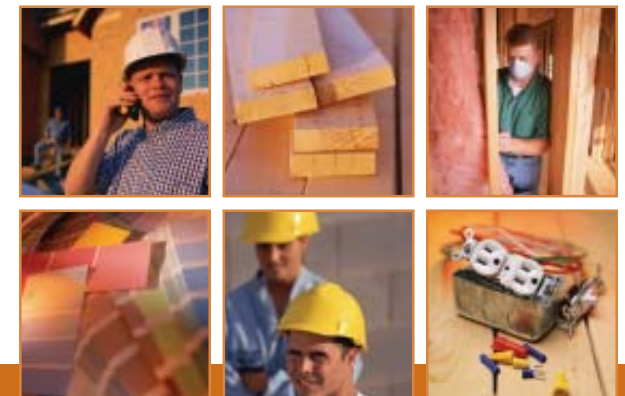


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TRADE CONTRACTORS

## Improve Your Business Practices. Improve Your Bottom Line.

### Become



TRADE CONTRACTORS

## WHAT'S IN IT FOR ME?

### Benefits of becoming an NHQ Certified Trade Contractor

- Improves profitability
- Reduces defects and related callbacks
- Increases customer satisfaction
- Enhances employee accountability
- Based on nationally-recognized quality assurance principles
- Certified and awarded by the NAHB Research Center, the leading home building research organization
- Recognizes those who follow a documented, customer-focused quality assurance system
- Provides certified company with a comparative advantage over the competition
- Improves trade contractor/builder relations
- Increases employee satisfaction
- Builds in processes to continually improve

Sound good? Then read on...



## WHAT'S INVOLVED?

### Major Steps in NHQ Certification Process

