

DRIVING QUALITY MANAGEMENT IN HOME BUILDING

By Denis Leonard



In this challenging time for the home building industry how can builders become more effective and efficient? Often in our industry we constantly battle with defects. A quality management system provides tools and techniques that can help. The National Housing Quality (NHQ) Builder and Trade Contractor Certification programs, developed by the NAHB Research Center emphasize "building it right the first time, every time," rather than wasting time and money having problems inspected out of jobs.

Denis Leonard, noted quality management professional, will show how Veridian Homes in Madison WI used the NHQ program to achieve the National Housing Quality Gold Award, Energy Value Housing Builder of the Year Award, Innovative Housing Technology Award and Safety Award for Excellence. While achieving these levels of excellence Veridian Homes had an EvenFlow production capacity of 2.5 homes per day, closing dates established at contract signing and 100% delivered on time. At hand-over 80% of the homes were zero defect and the remaining 20% averaging 2 superficial defects per home with a customer satisfaction rate of 95%.

Denis has a degree in construction engineering and won the 2007 Big Builder Magazines APEX Award for Leadership. He has been an examiner for the National Housing Quality Award.

Please Join Capital Quality Initiative at Lansing Community College, Capital Area Construction Council, the Greater Lansing Home Builders, the Michigan Association of Home Builders and Lansing-Jackson Section 1008 of American Society for Quality (ASQ) on May 21 for a lunch program with Denis Leonard.

- Program:** Driving Quality Management in Home Building
Presenter: Denis Leonard, Quality Management Consultant from Bozeman, Montana
Date: May 21, 2008
Time: 11:30 -1:30
Location: Lansing Community College West Campus Conference Center
Cost: \$30.00 includes buffet lunch

Make checks payable to Lansing Community College. MasterCard and Visa accepted.

Reservations: Please RSVP* by Friday, May 16, 2008

Call the CQI office at **517 483-1363** or **e-mail** to **tennisj@LCC.edu** or **FAX** to **517 483-9823**

Name _____ Organization _____ Phone _____

Address _____ City _____ State _____ ZIP _____

Email Address _____

** The Conference Center charge is based on number of reservations. Registrant is responsible for cost of reservation unless a 24-hour notice of cancellation is received. You can send a colleague in your place!*

