

Barefoot & Company is NHQ Certified

Quality

NHQ Certified

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What Does That Mean to You?

National Housing Quality (NHQ) Certification is presented by the NAHB Research Center to trade contracting companies that have documented their quality management processes and implemented a customer-focused quality assurance system that meets NHQ requirements,* verified by a rigorous audit by NAHB Research Center quality experts.



As an NHQ Certified Trade Contractor, Barefoot & Company:

- has demonstrated an ongoing commitment to continual improvement and customer satisfaction
- has quality assurance programs in place to help us work more efficiently with our builder customers
- strives for consistency and quality in our building practices
- doesn't rely on "inspecting problems out" of a job — we pride ourselves in building it right the first time
- has completed a thorough review of business practices to ensure all elements of our quality assurance systems are integrated to provide greater efficiency and customer satisfaction
- has undergone annual field and office audits by the NAHB Research Center in order to maintain our NHQ Certified status

*See NHQ trade contractor certification requirements at www.nahbrc.org/NHQTradeReqs

"Our participation in [the] NHQ Program keeps our company and its trades focused on product, process and experience improvement...The implementation of the NHQ Certified Trade Contractor Program is very important to our bottom line. It is a significant point of differentiation in setting the bar for quality in our homes."

—Cynthia McAuliffe,
President, Grayson Homes

"The last several years have seen an explosion in construction defect claims and lawsuits against both builders and trade contractors. One of the principal defenses that builders and trade contractors mount to such lawsuits is that the builder and trade contractor do quality work and care about the quality of the finished home. The fact that a builder or trade contractor has devoted the time and energy to becoming certified under the NAHB Research Center's quality assurance programs would provide powerful evidence in support of these defenses. In addition, the quality assurance procedures that must be in place to earn such certification will certainly result in higher quality work and fewer construction defect claims in the first place."

—Stephen R. Mysliwiec,
Partner, Piper Rudnick LLP

"Feedback from our trade partners indicates that they are saving time with less pick-up work because the job is done right the first time with fewer customer service calls. Our build time is improving because of job readiness and better teamwork...So far, as a result of program implementation, [the Las Vegas Division] has seen a four-day improvement on our build time with the confidence that we and our trade partners are building with a consistent commitment to quality."

—Leah Bryant,
Former Regional General
Manager, KB Home

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