



## Home Builders Institute's *Residential Construction Superintendent Designation*



What builder, contractor or remodeler hasn't wished for personnel with the requisite skills to be savvy, on-the-spot field superintendents? Home Builders Institute (HBI) – the workforce development arm of the National Association of Homebuilders (NAHB) – has taken this challenge to task in developing the *Residential Construction Superintendent* (RCS) designation.

The *Residential Construction Superintendent* series of courses are geared toward budding field superintendents and can benefit current site personnel wishing to excel in this position. Eight courses cover issues and subjects identified by NAHB members as critical to a field or site supervisory job. Upon successful completion of all eight courses – each four hours in length – a *Residential Construction Superintendent* designation is awarded.

More than 3,500 industry professionals have taken these classes since the series' inception in the fall of 2002. This past year has seen an increase in course offerings from coast to coast, with more to come in 2006. Check out this Web link for an up-to-date listing of courses/locations:

<http://www.hbi.org/Programs/FieldSup/courseschedule.html>

*"Site supervisors are the frontline of defense in your risk management program, as they oversee construction quality and enforce job-site safety procedures. Training is key for this critical role in the home building process."*

- Bruce Harrell, CEO of HBW Insurance Services

### The Curriculum

HBI's *Residential Construction Superintendent* designation series covers the following core competencies:

General Project Management – Learn the multiple and varied roles of the superintendent. Topics include managing production operations through the planning, action and review (PAR) method as well as understanding estimates. This course is designed to provide an overview of the many facets of being a superintendent.

Planning and Scheduling – Improve planning and scheduling skills to increase profits, effectiveness and on-time deliveries. Learn five fundamental scheduling methods necessary for the successful management of a project.

Budget Management and Cost Control – How does the superintendent impact the profitability of the company? Learn the importance of the superintendent's role regarding profitability, as well as how to control the critical elements of job costs. Includes tips on identifying the costs to everyone when a job is not done right the first time.

[Customer Service and Homeowner Relations](#) – Understand the human and business needs of customers. Learn how to meet and exceed expectations by avoiding the “seven deadly sins” of customer service. In addition, learn how to effectively deal with the difficult customer.

[Safety and Security](#) – Protect the job site by learning the essential components of a safety program. Examine the most common OSHA citations and how to prepare for an OSHA inspection. Review a superintendent’s responsibilities to adequately protect the job site.

[Codes and Quality Control](#) – Define quality within your company by identifying five essential quality components. Learn to set performance expectations based on this quality foundation. This course outlines a superintendent’s responsibilities regarding codes and provides tips on how to enforce code compliance on the job site.

[Hiring, Training and Supervision](#) – This course examines the common mistakes that are made in the interview process and provides the necessary steps to ensure that each subcontractor and/or employee is the right fit for the company. In addition, tips and tools for setting and measuring performance expectations are explored.

[Office and Subcontractor Relations](#) – Learn to spot promising characteristics as well as how to recruit successful subcontractors for the job. This course also offers tips for creating a win-win partnership with internal customers and provides a proven strategy for dealing with conflict.

## **Interested in the Program?**

HBI administers the *Residential Construction Superintendent* series of courses in concert with local Home Builder Associations (HBAs) and in some cases their individual member companies. If you are interested in offering the courses to your members, contact:

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