



Meeting our Customers' Needs

We rely on our workforce of trades contractors. Without them we cannot meet our customers' expectations, or solve their problems.

their jobs is to help the trades people understand and train them on our very specific customer requirements.

Our customers set specific contract requirements. Those requirements include timeframes for completion of work, and work quality standards. We have to make sure that our trades' contractors, even though they're qualified and experienced, can deliver on those customer-specific contract conditions.

Our Quality Assurance (QA) team is dedicated to meeting those work and quality standards. The team routinely audits work completed by our subbies. But a really important part of

That could mean discussing the standards for decks and steps, explaining the requirements for home ventilation, or demonstrating the materials and finishes for interior decorating.

So we have designed and implemented trades-specific training. Our Quality Assurance Trainer delivers the workshops regularly to new trades contractors when they start working for us. Existing subbies also attend the workshops as required.



Trades Training Topics

- Decks and stairs
- Exterior building
- Bath and shower linings
- Ply and T & G flooring
- Cabinet joinery
- Window and door hardware
- Door joinery
- Window joinery
- Wall linings and trim
- Curtains and tracks
- Interior painting
- Exterior painting
- Carpet
- Vinyl
- Fencing
- Letterboxes and clotheslines
- Concrete paths, driveways
- Trees



Training Workshops and Manuals

Meeting our customers' expectations is essential to our success and growth. And we want the many trades businesses who do work for us to succeed and grow as well.

It's a team effort. So when we train our own staff on

our customers' requirements we don't stop there.

We pay an hourly rate for the attendance time of our subbies and their employees when they come along to the trades training as well.

Each workshop is supported by a manual, a procurement reference summary and a scoping guide accessible via our internet portal.

Jeanette Franks
Quality Assurance Manager
Sept 2017