

# CASE STUDY

Enhancing Quality Control Processes for Jigsaw Homes Group

Jigsaw Homes Group is one of the largest housing groups in England with more than 34,000 homes across the North West and East Midlands. Jigsaw Homes Group are also well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

## THE CHALLENGE

One of the big challenges that Jigsaw faced was Quality Control.

It wanted to **ensure all of its contractors were working safely, consistently and to the same high standard**. Quite a challenge with teams of contractors spread out across a large region.

Jigsaw Homes Group specifically needed a quality control process that would underpin the gas and electrical work (traditionally high risk work) they undertake as a business. It required all teams to be working to the same standard with a transparent reporting process to monitor day to day performance that would provide feedback to senior management teams. Jigsaw also required on-going, certified training courses to keep operatives up to date with the latest guidance and working practices.

As a result Jigsaw invited the NICEIC Consulting team into its offices to help out.

## THE SOLUTION

NICEIC undertook a **full scale audit of the work being carried out in all of Jigsaw's properties**. It implemented a series of **regular check-ups** which has now become the model for all aspects of quality control Jigsaw performs.

The outcome of these check-ups is now fed into a central system that drives an online reporting platform. This provides **instant 'live' reporting with just a few clicks**.

Jigsaw has also **implemented regular training sessions** to keep its operatives up to date with the latest standards. These have been tailored to Jigsaw's specific needs and held at Jigsaw's own premises to minimise staff downtime.

In addition to this, NICEIC and Jigsaw Homes Group have **monthly feedback sessions** where performance is discussed along with any other matters arising within the industry.

## THE RESULT

“Ivan Meredith, Group Gas Compliance Manager at Jigsaw Homes Group, said:

*“Right from the start NICEIC Consulting adopted a pragmatic approach to our requirements.*

*“We quickly developed a relationship that targeted attentions to where they were most needed. We now have a system in place which provides live reports from the field and this in turn feeds back data-focussed information to our executive team.*

*“The on-going support and monthly feedback sessions, where we discuss current performance and updates are of great use to us. They help us stay ahead of the curve against our competitors.”*”

NICEIC Consulting can help your business by providing an independent viewpoint on many matters affecting electrical and gas installations within safety, legislation and best working practices.

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