



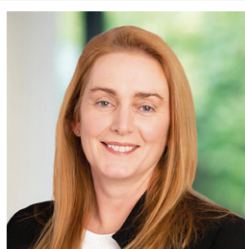


# INTRODUCTION

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# INTRODUCTION



**JENNIE DALY**

*Chief Executive Officer (CEO)*

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**Throughout the lifecycle of all Taylor Wimpey (TW) projects, quality and our customers must be at the heart of our decision making.**

Quality is important to our business because we value our customers. We strive to provide our customers with a home and service which meet and even exceed their expectations.

The aim of the Production Manual is to assist Production teams in delivering the highest standards consistently across our developments in the timescales we have communicated to our customers.

Most importantly, it is a document which is intended to be pictorial, practical and used regularly for reference at all stages of the build process to improve the consistency and quality of the homes we build for our customers.

During my site visits, I look forward to seeing how the Manual and consistency of approach develops across the business units (BU).



**STEVIE LAURIE**

*UK Head of Production*

**The success of our company is measured in many ways, but fundamentally, our long term, sustainable success is delivered through increased numbers of satisfied customers who are delighted with the quality of homes they receive and the service we provide.**

The Production Manual provides extensive information, construction detail and techniques to help Production plan and deliver quality homes consistently within an agreed timescale.

The Manual provides information to help deliver homes which are right first time at every stage of the build.

With the introduction of Part L and photographic evidence, it is critical that the construction on site accurately matches group design, details, specification and approvals to ensure compliance with the required evidence. Any deviation from this during construction will require rectification to reflect the original design and specification.

Where this can not be achieved, updates to all corresponding details, drawings, specification and approvals for SAP assessment and relevant dispensation must be sought. The customer should also be made aware of any changes which differ from the specification they have been previously provided.

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It will be reviewed on an annual basis.

Page 9 of this manual contains information on how to let us know of any improvements or changes you would like to see incorporated.

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# HOW SHOULD THIS BE USED?



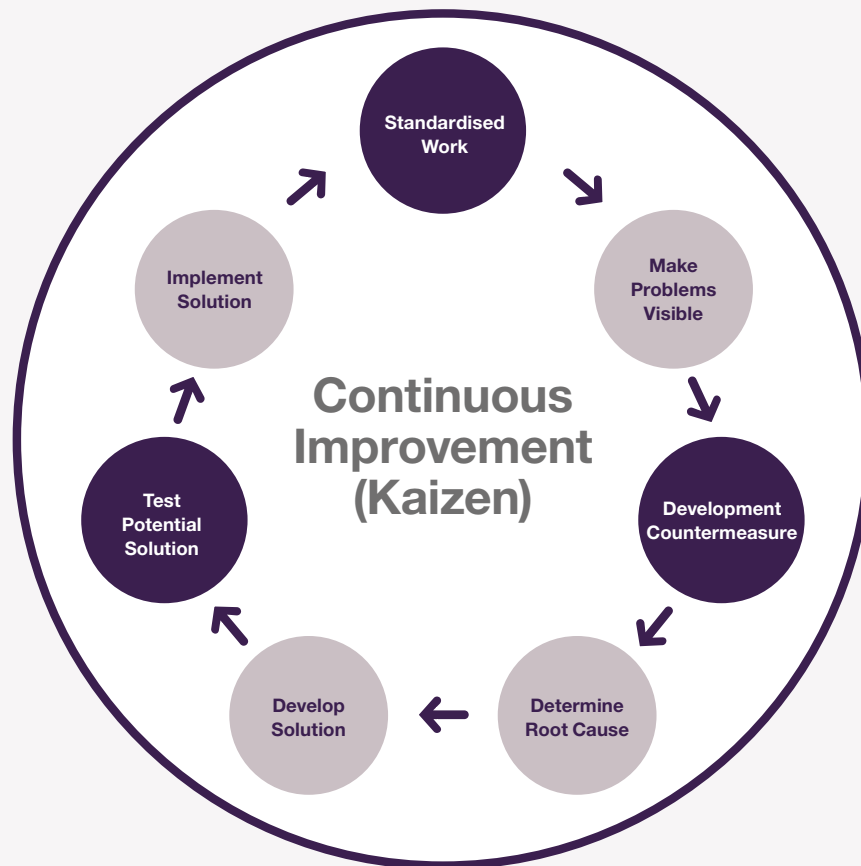
The Production Manual has been developed to demonstrate TW quality standards and ensure that these are clearly communicated to all internal and external stakeholders.

It should be used on site as a quality induction for new site starters and should be an essential part of the quality assurance and development process. All sites should have a copy of the Production Manual for reference and training purposes. The Production Manual should also be used by Quality Managers (QM) for development meetings with their site teams.

Each section within this Production Manual should be used as required to provide a brief to the trades with regards to expectations of quality and consistency.

The Commercial department should use the Manual at point of tender to ensure that contractors are fully aware of the standards expected from the beginning of the process. It is expected that this clear communication of quality standards will help to reduce construction issues on site. It will also ensure that the quality expected is priced for correctly prior to site start. This can be achieved by the Quantity Surveyor (QS) sharing the relevant section of this manual with each of the trades and ensuring that the trade specific UK Scope of Works is used.

Kaizen is an approach of introducing small, incremental changes in a business in order to improve quality and efficiency. This has been visualised in a model below.



The philosophy of Kaizen involves building a workplace culture that encourages active engagement in suggesting improvements and employing new standards. Tools such as the Production Manual have been created to help Site Management in their day-to-day role and challenges.

The Manual supports continuous improvement and it is important that any suggested changes be suggested to your Quality Manager (QM). QMs should forward suggestions / ideas to this email:

**[Productionmanual2@taylorwimpey.com](mailto:Productionmanual2@taylorwimpey.com)**



# SUPPORTING DOCUMENTS

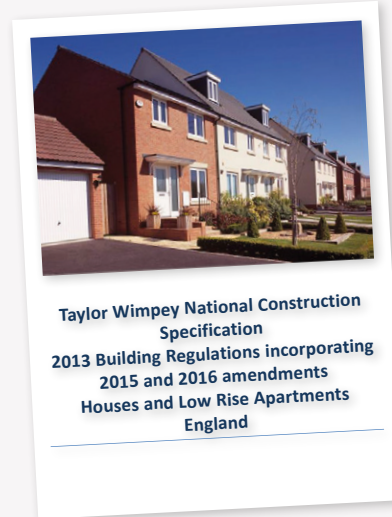
## INTRODUCTION

THE PRODUCTION MANUAL IS INTENDED TO BE READ IN CONJUNCTION WITH THE FOLLOWING DOCUMENTS:



### 1 Site Health, Safety & Environmental (HSE) Manual

This manual contains all Health and Safety procedures with images of site best practice.



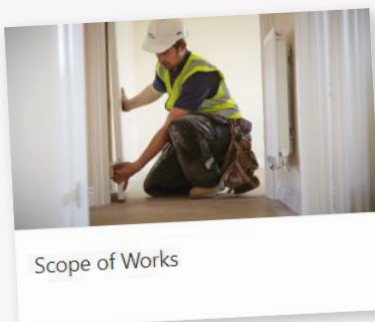
### 2 UK Construction Specification

This document is owned by Technical and contains the TW specification and building regulations. The latest document can be found via DocHosting.

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**Note:** Please ensure that the relevant date version is accessed.

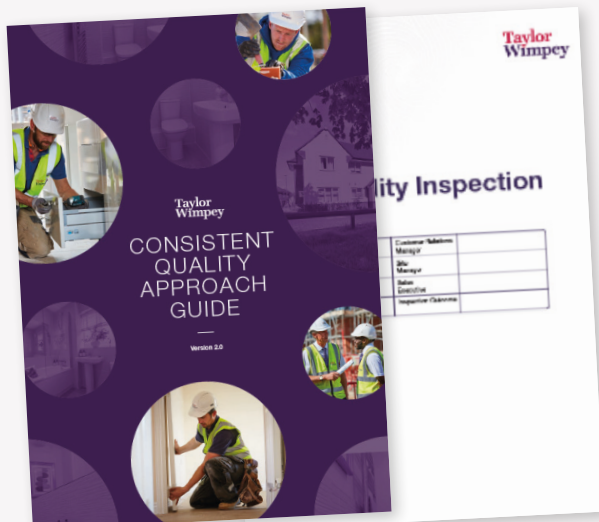
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### 3 UK Scope of Works (SoW)

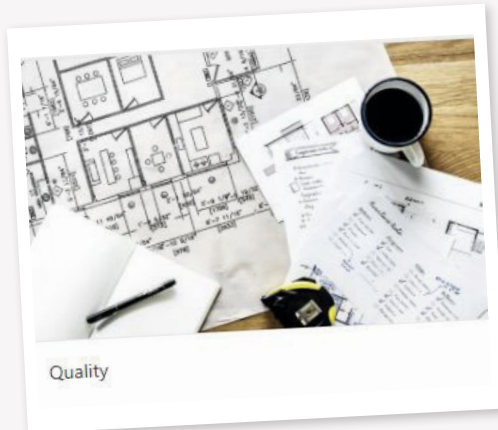
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The SoW is a formal agreement document that specifies all works that are expected within the contract from both parties including how works will be measured, key milestones within the project and project reporting.



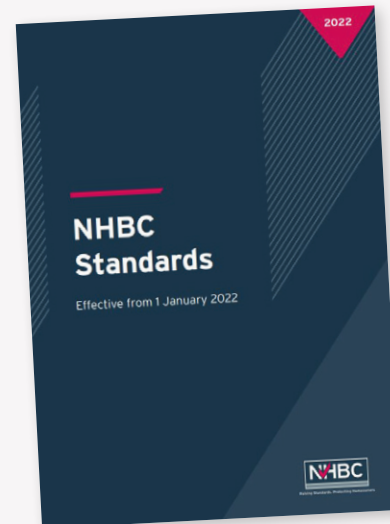
### 4 Customer Service CQA & HQI Update

The Consistent Quality Approach (CQA) document identifies TW's finishing standards and can be ordered through the BU's Production Secretary. This can be found on the Customer Service intranet.



## 5 Share Point

Helpful production information is contained on the intranet and is updated regularly. The information can be found by accessing the TW intranet, clicking on the functions tab and clicking Production.



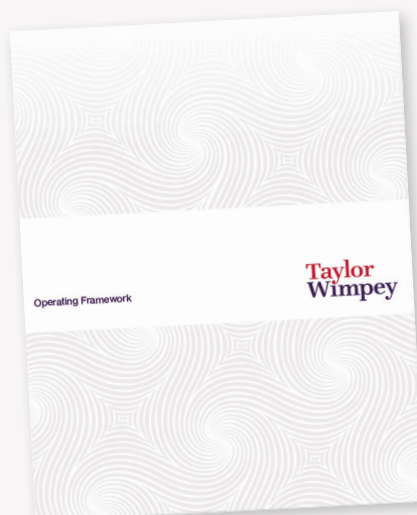
## 6 NHBC Standards

Every site should have a copy of the warranty provider's handbook for reference. Site specific details should always be followed in conjunction with the warranty provider standards.



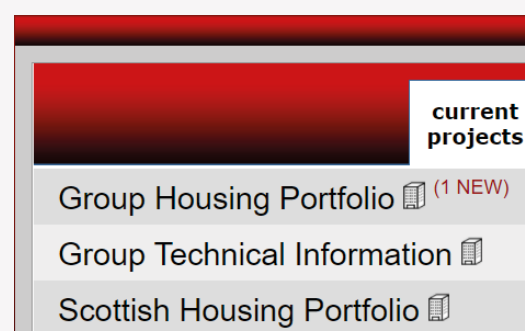
### USEFUL LINKS

Online NHBC standards available at <http://www.nhbc.co.uk/>



## 7 Operating Framework

The Operating Framework (OF) should be referred to for greater understanding of national processes and can be found on the intranet under Working Together.



## 8 Dochosting

TW drawings, TW details and robust details should be followed.



## OUR VALUES

INTRODUCTION

## Working together to build dreams



Respectful  
and fair



Take  
responsibility

Do the  
right thing



Better  
tomorrow



Be  
proud

“There are no descriptions or guides on what each of these values mean – we will all interpret it in our own way, which is personal to us, but I am confident that the heart of each value will come through consistently, in our actions.”

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