



## SIGN UP TODAY

HBI offers the RCS Designation in two formats:

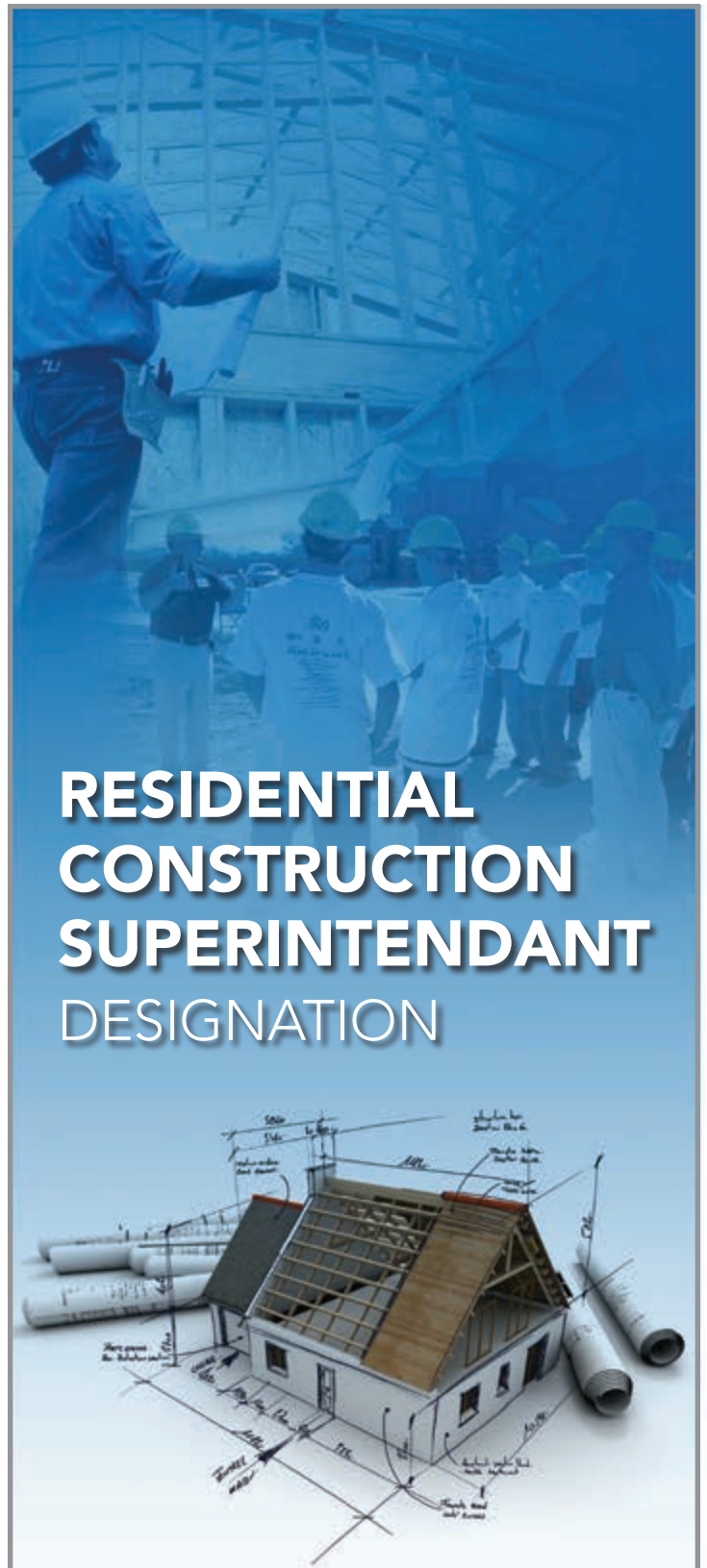
- Instructor led, hosted by home builder associations or schools; or
- Self-Study, through a local home builder association

*Contact HBI for customized pricing plans for each format:*

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## RESIDENTIAL CONSTRUCTION SUPERINTENDANT DESIGNATION



## HBI's Residential Construction Superintendent (RCS)

**Designation** is a sought-after training program designed for current and aspiring jobsite superintendents in the residential building sector. Developed by industry subject matter experts, the RCS Designation teaches the rigors of this important construction management role.

### Eight courses comprise the RCS Designation:

#### GENERAL PROJECT MANAGEMENT

Topics include managing production operations through the planning, action and review (PAR) method as well as understanding estimates. This course offers an overview of the many facets and responsibilities of a superintendent.



#### PLANNING AND SCHEDULING



Improve planning and scheduling skills to increase profits, effectiveness and on-time deliveries. Learn five fundamental scheduling methods to help manage a project successfully from start to finish.

#### BUDGET MANAGEMENT AND COST CONTROL

Understand the importance of the superintendent's role regarding profitability, and 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

Ascertain the human and business needs of customers. Learn how to meet and exceed expectations by avoiding the "seven deadly sins" of customer service. 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. Outlines a superintendent's responsibilities regarding codes and provides tips on how to enforce code compliance on the job site.



#### HIRING, TRAINING AND SUPERVISION

Examines the common mistakes made during the interview process and outlines a series of steps to help ensure each trade contractor and/or employee is the right fit for the company. Explore tips and tools for setting and measuring performance expectations.



#### TRADE CONTRACTOR AND OFFICE RELATIONS

Learn to spot promising characteristics in workers and subcontractors. Offers tips for creating a win/win partnership with internal customers and provides proven strategies for dealing with conflict.

