

FOR IMMEDIATE RELEASE
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Subject: LOCAL PLUMBING CONTRACTOR RECOGNIZED

LOCAL PLUMBING CONTRACTOR RECOGNIZED FOR MEETING HIGH STANDARDS AND PROVIDING GREATER CUSTOMER SATISFACTION
TRILOGY PLUMBING, INC. RECOGNIZED FOR MEETING HIGH STANDARDS AND PROVIDING GREATER CUSTOMER SATISFACTION

Upper Marlboro, MD, March 17, 2008- Trilogy Plumbing, Inc. headquartered in Anaheim, CA, was recently re-certified through the NAHB Research Center's prestigious National Housing Quality (NHQ) Certified Trade Contractor Program. The NAHB Research Center, a wholly-owned subsidiary of the National Association of Home Builders (NAHB), offers the certification program and provides independent, third-party evaluations of participating contractors.

"NHQ Certified Trade Contractors are truly committed to quality, and are leaders in their fields," said Research Center president Michael Luzier. "Contractors involved in the program have noted that they have experienced a reduction in callbacks, and that it has increased their job satisfaction and helped them take more pride in their work. Builders are wise to hire contractors participating in a program that is evaluated by a name they trust."

Simply put, the Certified Trade Contractor Program focuses the building industry on doing things right the first time. To achieve certification, the contractor must develop, document, implement, and maintain a quality management system that enables him to consistently meet code and regulatory requirements, builder specifications, and homeowner expectations. After at least three months of operating under their quality system, participating companies may apply for certification through the NAHB Research Center. Each company must then pass a rigorous certification audit and sustain their certification status through annual audits.

The purpose of the audit is to ensure that the company is meeting all of the certification requirements, and to verify that the contractor is conducting their operations in accordance with their documented procedures. Audits include an examination of the company's records and procedures in the office and on the jobsite. Earning certification and displaying the Certified Trade Contractor program's seal demonstrates a company's ongoing and proactive commitment to quality and continuous improvement.

"Today, every contractor says that they provide quality service to their customers, but when Certified Trade Contractors who carry the NAHB Research Center label are used, you can expect greater customer satisfaction," said Frank Alexander, director of quality services at the NAHB Research Center. "We are working closely with contractors to raise the professionalism in the industry across the nation."

An executive from a Western production builder stated, "Our field people are very supportive of the quality assurance program. They recognize the benefit of it because there is less time wasted on jobsite mistakes, correcting jobsite problems, and jobsite accountability is heightened."

The NAHB Research Center, with the assistance of the NHQ Certified Trade Contractor Advisory Council, introduced the NHQ Certified Trade Contractor program in 1991. Advisory Council members are: Kirk Grundahl, Wood Truss Council of America; Jim Hoffner, K. Hovnanian Companies; Jalsa Urubshurow, All-tech, Inc; and Craig Steele, Schuck and Sons Construction Company.

For more information on the National Housing Quality Certified Trade Contractor program, visit the NAHB Research Center online at www.nahbrc.org, and click on "Quality," or contact Frank Alexander at (800) 638-8556, ext. 6266, or falexander@nahbrc.org.

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The NAHB Research Center is the research arm of the National Association of Home Builders (NAHB), and is located in Upper Marlboro, Md. In its nearly over 40 years of service to the home building industry, the NAHB Research Center has provided product research and building process improvements that have been widely adopted by home builders in the United States. Through testing and certification services, the NAHB Research Center seal is recognized throughout the world as a mark of product quality and an assurance of product performance.

NOTE TO EDITORS ON STYLE USAGE: In order to correctly identify this company and its work, first reference should be "NAHB Research Center." If clarification of the acronym is necessary, the phrase, "a subsidiary of the National Association of Home Builders (NAHB)," can follow. In subsequent mentions, "NAHB Research Center" is the only acceptable and accurate reference.