



News release

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KB HOME SAN ANTONIO ACHIEVES FIRST CERTIFICATION IN TEXAS FOR MEETING HIGH STANDARDS AND COMMITMENT TO QUALITY ASSURANCE

**Landmark NHQ Certified Builder Program Provides
Third-Party Certification that Focuses on Customer Satisfaction**

May 02, 2005, Upper Marlboro, Md.—Today, the NAHB Research Center announced the latest addition to the National Housing Quality (NHQ) family of home builders. KB Home San Antonio, a publicly-held, national home builder, is the fifth builder in the nation and the first in Texas to earn certification as part of the NAHB Research Center's NHQ Certified Builder Program. KB Home San Antonio was recently awarded their quality assurance certification following a rigorous NAHB Research Center audit of the implementation of their quality assurance systems. Other builders participating in the NHQ Certified Builder program are moving toward certification by the end of the year.

Participation in the NHQ Certified Builder program is designed to increase efficiency and consistency in building practices. Formally launched at the 2005 International Builders' Show, the NHQ Certified Builder program provides a rigorous and complete review of business practices, and ensures that all elements of the company's quality assurance system are incorporated to provide greater customer satisfaction. Certification candidates conduct field and office training to implement their quality program, work more efficiently with their trade contractors, and maintain the continuous improvement efforts required by all NHQ Programs.

NAHB Research Center president Michael Luzier said, "I am excited about how the NHQ Certified Builder program is developing and am confident that its implementation will bring about greater efficiencies for participating builders and even higher rates of customer satisfaction. I'd like to thank the participants in this ongoing program—they are industry leaders whose partnership continues to be a vital part of program development and the evolution of quality assurance in home building."

KB Home —Leading the Quality Charge

KB Home San Antonio's participation in the NHQ Certified Builder program sends a powerful message to customers. Craig Westmoreland, president of KB Home's San Antonio division, said, "KB Home is proud to be the first builder in

NHQ Certification

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Texas to meet the rigorous requirements of the NHQ Certified Builder program. This is a milestone in our continuous effort to build homes right the first time and meet our customers' expectations."

KB Home has been a pioneer in quality assurance in the home building industry. In November 2003, KB Home chairman and CEO Bruce Karatz announced that the company would become the first large builder in the country to implement the NHQ Certified Trade Contractor program nationwide. A partnership that will serve to provide greater efficiency, consistency, and effectiveness to the benefit of KB Home's customers. So far, as a result of program implementation, all of KB Home's 80+ trades in San Antonio have now completed quality assurance management training, with 10 achieving NHQ Certified status to date.

Frank Alexander, NHQ program director at the NAHB Research Center, said, "By focusing builders and trade contractors on getting the job done right the first time, NHQ certification differentiates those who talk about quality from those who can demonstrate it. KB Home certainly represents that differentiation."

About the National Housing Quality Program: The NAHB Research Center launched the NHQ Program in 1993. The NHQ Program has introduced many of the concepts of the worldwide quality revolution to home building and remodeling, and provides numerous opportunities for collaboration among the various industry stakeholders. NHQ activities include the Certified Builder Program, Certified Trade Contractor Program, Manufacturer Training Certification program, and co-sponsorship of the National Housing Quality Award Program. Response among builders, trade contractors, remodelers, code officials, building inspectors, and the insurance industry to the NHQ Program's quality initiatives has been very positive. Builders interested in starting on the path to quality certification can visit www.nahbrc.org/quality, email quality@nahbrc.org, or call Rita Knab, NHQ program coordinator, at (800) 638-8556, ext. 6225.

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