

WHAT IS LEXCEL?

Lexcel is the Law Society's Practice Management Quality Mark and came into existence during 1998. The Standard is written specifically for the legal profession by Solicitors and is applicable to both public (local authorities) and private practices, additionally; legal departments in large firms are also eligible.

Currently we have well over 150 accredited clients across England and Wales and are working with many more on their route to certification.

The current Standard comprises of 8 different sections :

1. Structures & Policies
2. Strategy, the Provision of Services and Marketing
3. Financial Management
4. Facilities and IT
5. People Management
6. Supervision & Operational Risk Management
7. Client Care
8. File & Case Management



WHY DO IT?

Feedback from certificated firms and additional research has identified the following benefits:

- ✓ Effective risk management leading to fewer claims or complaints
- ✓ Better customer service leading to increased client retention
- ✓ Lower insurance premiums or favourable treatment from insurers
- ✓ Improved marketability and competitive advantage
- ✓ Great success in tenders, beauty parades and panel reviews
- ✓ A major step towards demonstrating best value compliance for local authority instructions
- ✓ Help with new practice rules
- ✓ Increased profitability

"My aim is to create a massively successful law firm. And the only way of getting that is to strive for excellence in all areas. Both Lexcel and Investors in People have given us the tools to make this happen."

Andrew Woolley, Andrew Woolley & Co, Warwickshire
www.family-lawfirm.co.uk

"Lexcel has improved professionalism in every facet of our work – and we are seeing tangible benefits for the business.

"Having Lexcel and Investors in People tells our clients that we have a team that is well qualified and highly motivated to deliver legal services of the highest quality. With these two accreditations, our clients know that their affairs are in safe hands."

Steve Bulman, Managing Partner, WBW Solicitors, Devon
www.wbw.co.uk

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