

# Implementing Quality

A firm of solicitors was seeking to improve its risk profile in the eyes of the underwriter. To this end, it was investigating the Law Society's Legal Practice Management Excellence Standard (Lexcel). This is based on the international quality standard ISO9001, tailored to the needs of professional legal practices.



Their responses to our Solicitors' Quality Assurance and Risk Management questionnaire showed a lower than expected level of compliance based on the firm's profile and claims record.

## Approach

We offered a fixed period of quality assurance consultancy to help the customer improve their performance. This involved the provision of provided specimen documentation, forms and checklists - tailored specifically for this customer's use. These formed the basis of a comprehensive office manual. QBE PI also provided services including gap analysis against benchmarks and quality standards, as well as root cause analysis including staff surveys.

We delivered introductory training to all staff, outlining the rationale for the proposed changes.

With QBE's support, the firm then implemented the necessary changes, building on procedures already in place, to ensure that they were able to provide the evidence of compliance with the Lexcel standard. Once the implementation was complete, we conducted a 'mock' audit in to establish the firm's readiness for external assessment.

## Outcome

External assessment led to the firm being recommended for the Lexcel standard, which was duly confirmed by the Law Society. The firm has since benefited from stable premiums at below model rate, due to its commitment to best practice, evidenced by its excellent claims record.

This example demonstrates QBE's willingness to support our clients through business change.

## Further information

If you would like any further information or advice on our Risk Management Service please contact the team on [rs@uk.qbe.com](mailto:rs@uk.qbe.com)

For more information on QBE visit:  
[www.QBEurope.com/rs](http://www.QBEurope.com/rs)

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