



Quality Policy

The Estates Division of the London School of Economics and Political Science (LSE) is committed to delivering and maintaining high-quality, safe, sustainable and efficient campus facilities and services that support the School's strategic aims in education and research.

We recognise that our people and our service users are at the heart of everything we do. In line with ISO 9001:2015, the Customer Service Excellence Standard (formerly Customer First Accreditation) and Investors in People (IiP) framework, we commit to achieving continual improvement and customer satisfaction, through the following principles:

Customer Focus

We place the needs of our students, staff, visitors and academic community at the centre of our services by responding effectively to feedback, ensuring high standards of service delivery, and maintaining accessible, functional and welcoming spaces.

Leadership and Governance

Our leadership team provides clear direction, promotes a culture of quality and accountability and ensures that quality objectives are aligned with the School's strategic goals.

Process-Based Approach

We manage our activities as interrelated processes to achieve consistent and predictable outcomes across facilities management, capital development, space and property management.

Compliance and Risk Management

We ensure all services comply with legal, regulatory and institutional requirements, including health and safety, planning, environmental and building standards. We actively assess and mitigate operational risks.

Continual Improvement

We are committed to the ongoing improvement of our services, systems and performance through regular reviews, internal audits, staff training, lessons learned and performance monitoring.

Sustainable and Ethical Practices

We support Climate Change awareness and LSE's sustainability objectives by integrating environmental, social and ethical considerations into project planning, procurement and our operations.

This Quality Policy is communicated across the Estates Division, reviewed annually for suitability and forms the foundation for setting and reviewing measurable quality objectives that drive performance and service excellence.

Review schedule

Review interval	Next review due by
1 year	August 2026

Version history

Version	Date	Approved by	Notes
1.0	23/06/2017	Estates Senior Leadership Team	First Issue
1.1	03/09/2018	Estates Senior Leadership Team	Annual review – minor text changes
1.2	01/04/2021	Estates Senior Leadership Team	Annual review – minor text changes
1.3	30/03/2022	Estates Senior Leadership Team	Annual review – no changes
1.4	15/05/2023	Estates Senior Leadership Team	Annual review – no changes
2.0	TBC	Estates Senior Leadership Team	Major revisions and updates

Contacts

Position	Name	Email
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Communications and Training

Will this document be publicised through Internal Communications?	Yes
Will training needs arise from this policy	Yes
If Yes, please give details	
All Estates staff to receive information through induction, and other targeted communications and campaigns.	
Training needs will arise for specific roles that will have delivery and/or oversight of operations and quality management processes.	