



**Estates
Division**

London School of Economics & Political Science

Estates Division Quality Policy

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Approved by:	Julian Robinson	Date:	01/04/2021
Next Review Date:	29/03/2022		

1 Policy Review

This policy will be reviewed annually, or as new knowledge on the subject evolves and subsequent guidance is issued.

AMENDMENT RECORD

This document has been issued and amended as follows: -

Version Number	Reason for Issue / revision	Date	LSE Website	All Estates Staff
1.0	Original document	23/06/17	X	X
1.1	Annual review – minor textural changes	03/09/18	X	N/A
1.2	Annual review – minor textural changes	01/04/21	X	N/A

2 London School of Economics Policy Statement

The Estates Division Quality Policy is to enhance our customer satisfaction, through operational excellence, continual improvement, and the delivery of a quality service in a timely manner, ensuring student, staff and visitor safety and satisfaction always.

The Estates Division Quality Management System (QMS) is designed to support the division's objectives through the compliance of ISO 9001:2015.

Appropriate quality objectives for the QMS are set and reviewed by the Estates senior management team (SMT). Our policy is: -

- Our objective is that the services we provide fully always meet our customers' requirements to achieve a high level of customer satisfaction.
- We will monitor our customers' satisfaction with a view to meeting and where possible exceeding their expectations.
- We recognise the importance of clear and timely communication and we will act, acknowledge, and follow up customer requests and seek feedback on completed jobs to facilitate continuous improvement.
- In meeting our customers' satisfaction, we will ensure that as far as reasonably practical and within our governance, the safety of staff, students, contractors, and visitors is always considered.
- We shall strive to achieve on-going improvement of our Quality Management System and maintain the necessary Quality Approvals consistent with our customers' requirements.
- We shall consult at all levels within the Estates Division to ensure that quality controls are service related, effective, and adequate.
- We shall ensure that all staff within the division understand and fully implement the Estates Division's policies and objectives and that staff are able to perform their duties effectively through ongoing training and development.
- The collection, analysis and reporting of relevant data will inform our decision making. Together with customer feedback this will be used to establish KPI's.
- We shall employ simple and effective management systems, which govern all aspects of our business and ensure that we have a workforce who are quality aware.
- We shall ensure that our objectives meet the requirements of this Policy and that continual improvement is maintained in line with the Policy and will be set, determined, and monitored at the Quality management review meetings.