



## About Inspiring Business Performance Ltd

Following the review in 2012 of the Lexcel Assessment Delivery Service by the Law Society, Inspiring Business Performance Ltd (IBP) were delighted to be awarded one of the 3 new Lexcel Assessment Licences. IBP has been a licensed Lexcel assessment centre for 14 years and have considerable experience in working with the Legal sector. We work with a team of highly qualified Assessors from all areas of the country.

IBP manage and assure the quality of our Lexcel assessment services by:

- Actively managing the performance of our team of Assessors who deliver this service by working with defined policies and procedures relating to how we will manage our customers
- Ensuring that regular performance review activities take place with our Assessors, including regular quality assurance, observations and feedback
- Encouraging customer feedback so that we may regularly monitor our team's performance and our policies and procedures to enable us to deal with issues immediately, make any required changes and recognise positive feedback with our customers and our team

IBP have built up a reputation amongst the legal sector for providing a high quality service and consistently receive excellent feedback. Our Quality Policy is available to view on the Lexcel section of our website – [www.inspiring.uk.com](http://www.inspiring.uk.com)

IBP has a dedicated Lexcel Quality Manager, Josie Addleton, with 12 years experience of assessing and working with the legal sector and the Lexcel Standard, who is responsible for performance management of the team, training and development of new Assessors, and quality assurance of all work as well as being the point of contact for any client with a query regarding Lexcel. Josie is also the first point of contact for firms who have visits planned should they have any queries regarding the process.

We would be happy to discuss your Lexcel journey, whether you are just starting out or have been accredited for some time. A visit can be arranged to discuss Lexcel if you would find this helpful.

If you would like to book an assessment with IBP or would simply like to discuss Lexcel and the service IBP can provide, please contact our Lexcel Quality Manager, Josie Addleton, who would be happy to arrange a visit, assist you in booking an assessment, provide an estimate of costs, or answer any questions you may have.

### Contact Details:

Josie Addleton	Quality Manager	07971 509502	josieaddleton@inspiring.uk.com
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