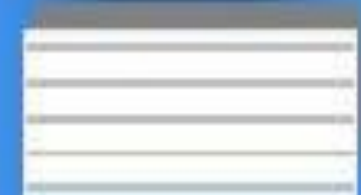
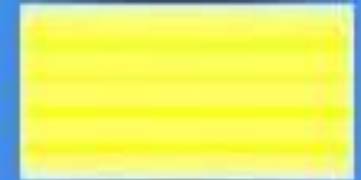
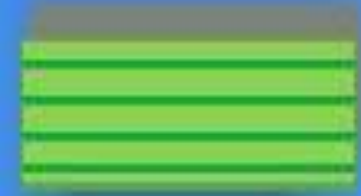


An Introduction to
Legal Lean SigmaTM
Process Improvement
in Law Firms and Legal Departments



LSSO's Legal Lean Sigma™

- Today's law firm and law department professionals are faced with new challenges and opportunities to help their firms and departments maximize efficiencies
- They must develop and employ strategies and tactics based on the client perspective and reconnect legal costs to the value received
- LSSO's Legal Lean Sigma programs give you the information and tools to take your role and your firm or department to a new level of excellence
- They are the first courses designed specifically for law firms and legal departments

Introductory Overview

- What is process improvement?
- Why should law firms and legal departments be interested?
- How to get started
- LSSO's Legal Lean Sigma™ programs

What is Process Improvement?

Process Improvement is the systematic practice of:

- Analyzing a process to understand how it is currently carried out
- Searching for issues, problems, and opportunities in the process, and prioritizing them
- Employing tools and techniques to solve priority problems or capture significant opportunities
- Controlling the new process so it delivers the anticipated benefits

What is Lean Sigma?

- Lean Sigma is both a process improvement **methodology** and a **toolkit**
- The **methodology** consists of investigating a process and improving it by using a set of five principles, in a particular sequence:
 1. Specify **Value** in The Eyes of The Client
 2. Reduce **Waste** and **Variation**
 3. Make Value **Flow** At the **Pull** of The Client
 4. Align and Empower **Employees**
 5. **Continuously Improve** In Pursuit of Perfection

Framework for a Process Improvement Project

Lean Sigma uses a disciplined problem solving approach to execute projects, commonly known as DMAIC:

Define

Define the problem and why it needs to be solved

Measure

Measure the current performance of the process

Analyze

Analyze the opportunities to reduce waste or variation

Improve

Improve the process by identifying, implementing and validating process changes

Control

Control the process by implementing methods to ensure improvements will be sustainable

Why Should Law Firms and Legal Departments Be Interested?

- Law firms and legal departments are already using process improvement to their advantage
 - Sophisticated clients are interested in their service providers having process improvement capabilities, and joint process improvement programs can create significant client development, growth and retention opportunities
 - Legal departments may be required by their companies to participate in company Process Improvement programs
- Systematic Process Improvement is an excellent approach to respond to the ACC Value Challenge

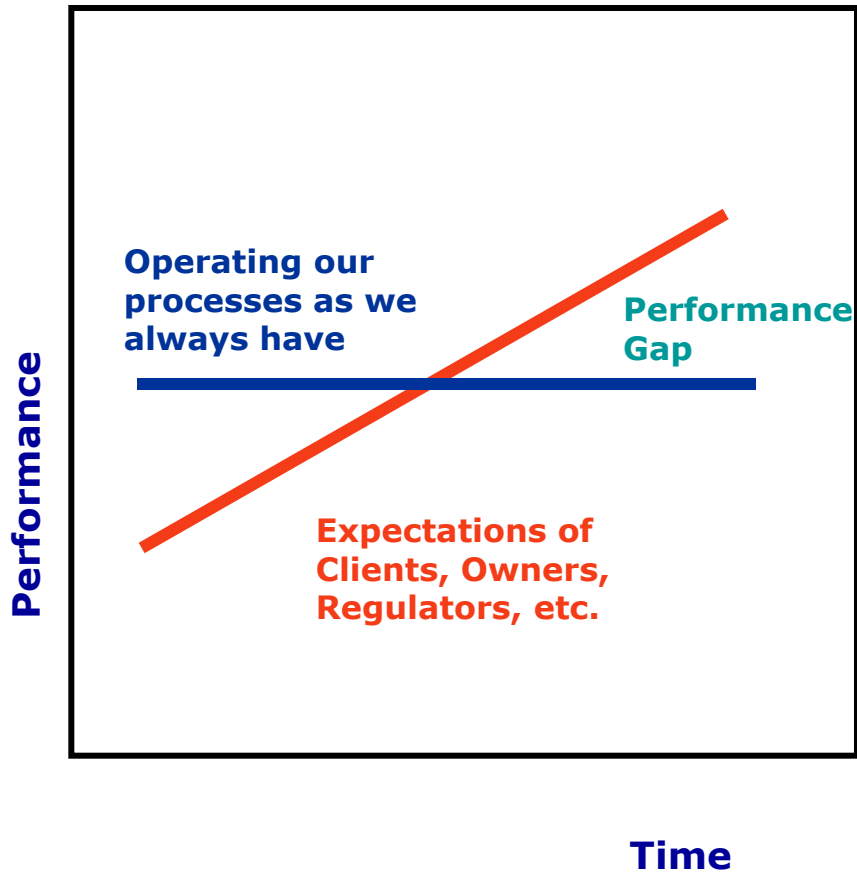
Why is Process Improvement Important?

- As soon as we start to describe and measure a process, we will begin to see things that could be improved, from the perspective of the client or the firm or both
- In fact, most processes fall far short of their potential and improving them will benefit BOTH the client and the firm
- Process Improvement can deliver:
 - Better client outcomes
 - Improved client satisfaction and loyalty
 - Improved efficiency, speed, reduced errors and rework
 - Lower costs and increased profitability

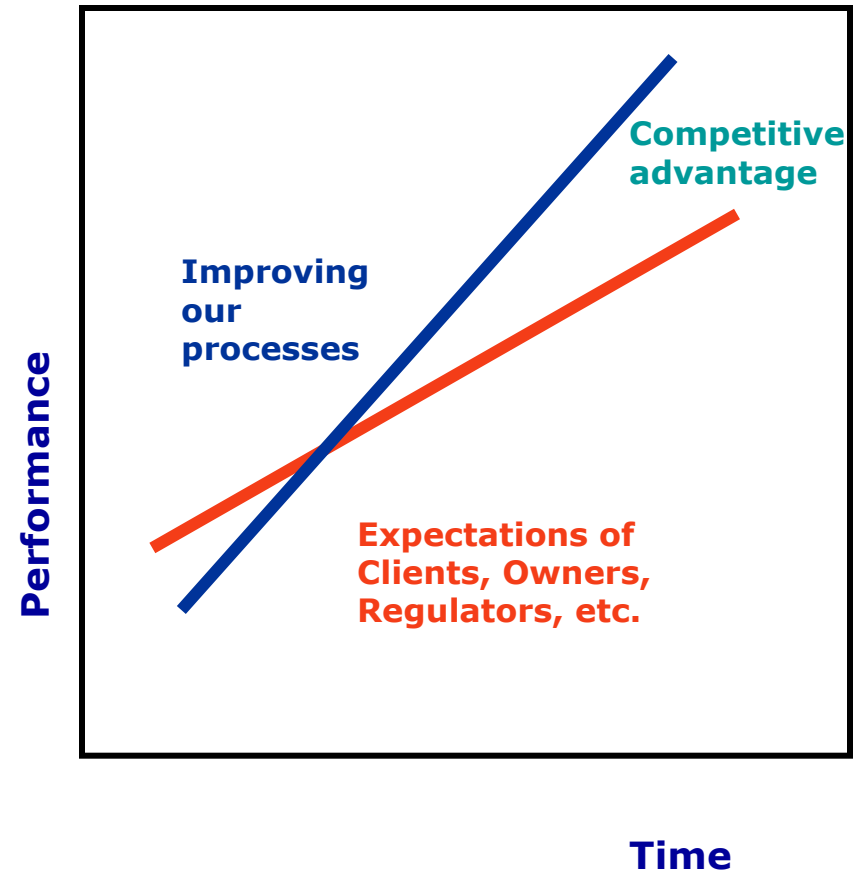
Ongoing Pressure

- Our economic system essentially guarantees the need for ongoing process improvement
- Changes in the business environment are constant and are taking place at an ever-increasing rate
 - Clients
 - Employees
 - Regulators
 - Competitors
 - Technologies
- These changes create requirements for higher process capabilities and higher process efficiencies
- Your processes should be changing as fast as the environment is changing (or “the end is in sight” - Jack Welch)

The Future If We Do Not Improve Processes...



A Possible Future If We Do...



Processes to Improve: Examples

- Client development and service delivery
- Practice specific processes, such as wills & trusts or closings
- Billing and collections
- Document management
- Technology roll outs
- Firm events
- Requests for proposals and information
- Lateral integration and employee on-boarding
- Staffing
- Facilities management
- Professional development
- and MUCH MORE

How to Get Started

- Learn more
 - Research
 - Skills development
 - Certification
- Generate interest and support within your firm
 - Leadership orientation
 - Case for action – assessment of a problematic process
- Look for an opportunity to get experience and deliver results
 - Demonstration project

Making the Case

Process improvement is hard work – to succeed, a project must be a recognized priority within the firm

- Prioritization means that the project will have:
 - Proper resources for rapid progress
 - Support by experienced Lean Sigma practitioners
 - Leadership/management support and attention on a regular basis
- To make your case for process improvement
 - Gather data to show that the current process has plenty of waste and opportunity
 - Discuss the benefits to the clients and firm of improving the process
 - Find an interested and supportive sponsor

What LSSO Offers

- Certification and skills development: lecture, simulations, videos, examples, discussions
 - Leadership Orientation
 - Process Improvement Overview
 - 2 – 4 hours
 - Certification Courses
 - White Belt – 2 days
 - Yellow Belt – 3 days
 - Green Belt – Yellow Belt plus project mentoring to practice skills and deliver results
- Available formats
 - Open enrollment courses
 - Private course delivery, which can be tailored to fit your needs

Comparison of LSSO Certifications and Skill Levels

| White Belt | Yellow Belt | Green Belt | Black Belt |
|--|--|---|--|
| Understand processes, process mapping and measurement | Knowledgeable about processes, process mapping and measurement | Experienced in process mapping and measurement | Skilled in process mapping and measurement and can teach others |
| Familiar with basic language and concepts of key PI methodologies | Knowledgeable in basic language and concepts of key PI methodologies | Experienced in using one or more key PI methodologies | Skilled using one or more key PI methodologies and can teach others |
| Familiar with DMAIC phases in executing process improvement projects | Familiar with DMAIC phases, steps and tools for each phase | Experienced in using DMAIC to execute a project, have used most common tools for each phase | Have used DMAIC to execute several projects, skilled with the most common tools |
| Know that there are many useful process improvement tools | Know the most common process improvement tools and how they are used | Have used the most common process improvement tools and know which others are available | Skilled with a range of process improvement tools and can teach others |
| Understand key components of systematic process improvement | Knowledgeable about key components of systematic process improvement | Experienced in delivering the key components of systematic process improvement | Able to create the key components of systematic process improvement in a novice organization |

LSSO's Legal Lean Sigma™ Program

Agendas

- All programs include Six Sigma, Lean and other process improvement methodologies to apply within your organization
- By using proven, disciplined approaches, tools and skills, you will
 - Deliver value and reconnect it to the cost of legal services
 - Increase productivity
 - Positively affect the bottom line
 - Reduce costs
 - Create job enlargement within your team

For More Information



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