



PRACTICE QUALITY

Defined Expectations. Continuous Improvement. A happy team works together to ensure efficiency for their clients. A happy client means more revenue for you and your team. Both of which only come from having a well-oiled machine in place. Lexicon's Practice Quality services are the cogs and wheels you need in your machine to ensure your firm is operating efficiently and creating a happy team and happy clients on the daily.

So, what does that really look like? Lexicon manages the development and implementation of business process excellence, so your law firm is streamlined to the max. This includes focused areas in process improvement, quality management, and client satisfaction.

Our quality team guides the design and management of internal business processes for your quality system components and continuous improvement efforts.

Additionally, we develop and employ surveys to evaluate the satisfaction of your clients throughout the lifecycle of their legal matters.

But we don't stop there. Our team takes it a step further and ensures practice proficiency by serving as a resource for growing outstanding case and client management skills. We utilize and manage scorecards to measure attorneys' adherence to your firm's case management standards, and those scorecards are then monitored and updated as needed. Cases are scored on a routine basis so you can ensure accuracy is upheld.

The results that come from these scorecards and surveys provide targeted data to identify improvement opportunities for your firm's overall processes and client experience.

A client-centric approach to practice management is key to your firm's success.

What We Offer

- ▶ Quality standards evaluation and development
- ▶ Survey content and process establishment
- ▶ Scorecard content and process design
- ▶ Management of survey and scorecard processes
- ▶ Reporting
- ▶ Identification of continuous improvement opportunities

**Let us handle the business, so you can handle the law.
Schedule a demo today.**

LexiconServices.com/Demo



What Makes Us Better Than All the Rest?

- ▶ Extensive experience developing survey and scorecard content, including over 200,000 surveys and 13,000 scorecards / audits
- ▶ Skilled survey representatives with extensive customer service training
- ▶ Experienced attorneys performing assessments
- ▶ Detailed data reporting
- ▶ 12+ years' experience in managing and growing firms
- ▶ Dedicated legal industry experience
- ▶ Comprehensive partner - software and services - to help drive firm efficiency

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