



LAWYER OF CHOICE

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HOT Topic



Something to be afraid of?

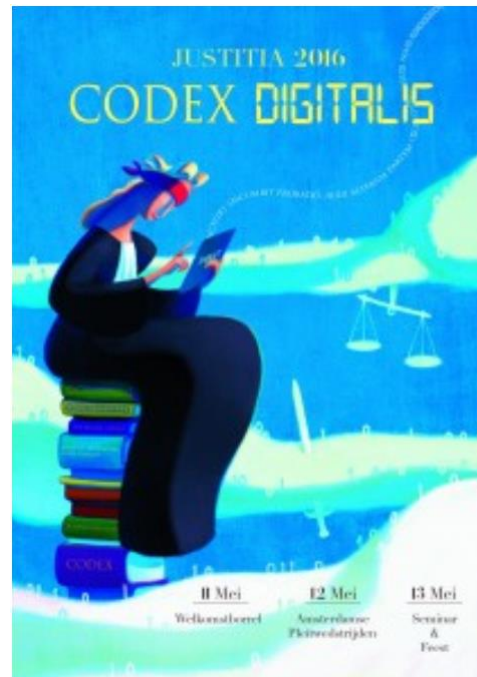
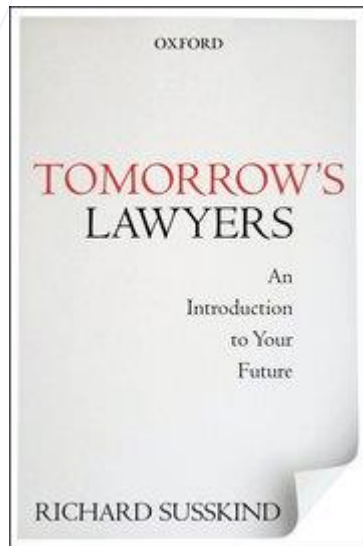


2030?

Professional knowledge is a given



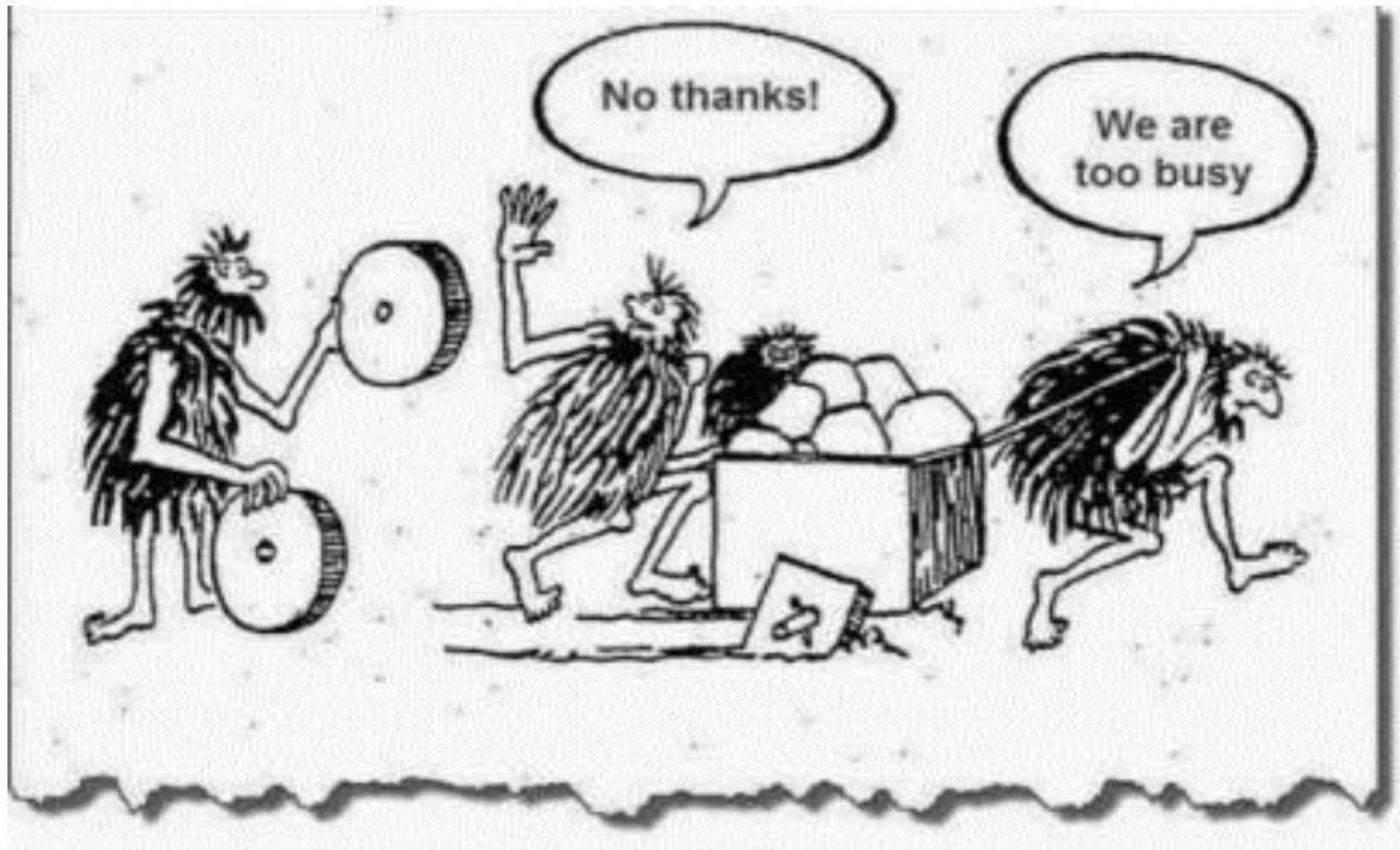
Change is in the air



Legal services and client needs are changing

- Selling products not hours
- Pleasant ride
- Alternative fee arrangements
- High-end and commodity work

Repeat



Finance Transactions

Lender



Borrower



LEAN Six Sigma



MUSINGS FROM A LEAN THINKER



The Optimist



The Pessimist



The Lean Thinker

lean.org/leanpost



How the customer explained it



How the project leader understood it



How the engineer designed it



How the programmer wrote it



How the sales executive described it



How the project was documented



What operations installed



How the customer was billed

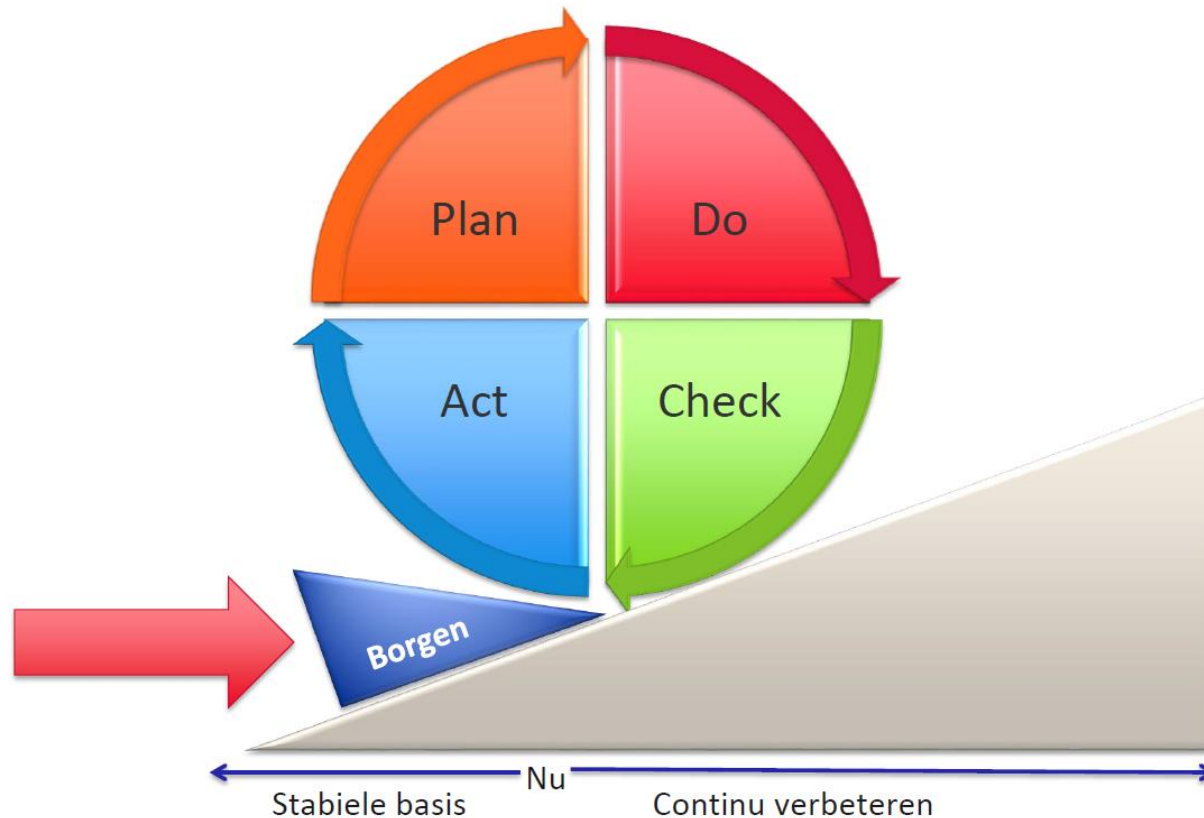


How the helpdesk supported it



What the customer really needed

Continues Improvement



Keep Score

1. Contributes to an efficient and quick transaction process
2. Understands my commercial interests
3. Understands my legal interests
4. Provides practical and usable advice
5. Comes up with creative solutions
6. Communicates with me in understandable language, both written and spoken.
7. Is easily accesible by phone, e-mail etc.
8. Responds quickly to my message or request
9. Retrieves agreed deadlines or informs me in time if a deadline can not be met
10. Informs me in time when a fee quote will be exceeded
11. Ensures fast invoicing after completion of the work