

Questionnaire to Assess your Firm's Approach to Quality

All firms have weak spots in terms of delivering outstanding quality service to clients every time. If you are unsure where the key areas are, ask your team members what they think. Here's a checklist to help you diagnose where attention needs to be given so clients get the best service.

Read the following statements and say to what extent you agree or disagree with them. Please comment where you express strong views.

1 - Strongly Disagree

2 - Somewhat Disagree

3 - Somewhat Agree

4 - Strongly Agree

Statement...	Scale	Please comment on any scores of 1 or 4
1 Our firm sets high standards for the quality of our work	1 2 3 4	
2 We work well as a team across practice groups and offices	1 2 3 4	
3 The firm has provided me with the training I need to do high quality work	1 2 3 4	
4 We are passionate about looking for new improved ways of doing our work	1 2 3 4	
5 Those in more senior positions are good at motivating us	1 2 3 4	
6 The firm provides good professional support executives (PSL's, KM, HR, BD etc)	1 2 3 4	
7 We are rigorous about carrying out post-matter reviews to learn about doing the work better next time	1 2 3 4	
8 Lead matter partners are usually active in helping me learn new skills	1 2 3 4	
9 The firm uses state-of-the-art IT systems to help us work efficiently	1 2 3 4	
10 Lead matter partners are usually thorough when delegating work to me	1 2 3 4	
11 We typically manage matters efficiently	1 2 3 4	
12 We recruit the right quality people for the tasks required	1 2 3 4	
13 We actively seek ways to be more valuable to our clients, beyond the technical excellence of our work	1 2 3 4	
14 We are passionate about seeking client feedback on the quality of our service	1 2 3 4	

Send in your completed form anonymously, specifying your level (partner, associate, business support etc) and department.