

Uniform Law Firm Metrics Classification System

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The OLSI metrics focus on performance metrics – metrics that can be used to provide: (1) feedback to guide change, (2) assessment and baseline information, (3) a compelling business case, and/or (4) a diagnostic tool to identify areas for improvement and set priorities.

1. Financial Performance Management
 - a. Profitability
 - i. By Attorney
 - ii. By Hour
 - iii. By Matter
 - iv. Other
 - b. Growth
 - i. Hours
 - ii. Billings
 - iii. Cash
 - c. Cash Flow Optimization
 - i. Billing
 - ii. Collection
 - d. Utilization
 - e. Realization
 - f. Leverage
 - g. Margin
2. Case Management
 - a. Intake
 - b. Types of Matters
 - i. Litigation
 - ii. Non-Litigation
 - iii. Pro Bono
 - c. Knowledge Management
3. Personnel Management
 - a. Billable Work Effort
 - b. Non-Billable Work Effort
 - c. Utilization
 - d. Employee Mix
 - i. Partner/Associate Leverage
 - ii. Staff Leverage
 - e. Recruiting
 - f. Career Development
4. Client Development and Retention
 - a. Business Development
 - b. Client Satisfaction
 - c. Client Demographics