

## Uniform Law Firm Business Process Classification System

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### Purpose of the Uniform Law Firm Business Process Classification System

1. To list law firm business processes and workflows as they relate to internal and external teams so as to permit inter-organizational comparison and to allow the application of structured organizational theory for purposes of improvement and refinement
2. To develop a common understanding of how to handle each business process efficiently and to enable the development of structured measurement of process efficiency

### Organizational Principles

The list of law firm processes are organized by: (1) the legal matters that law firms handle as their core function; and (2) law firm operational processes.

### Main Categories Only

#### 1.0 Manage Client Matters

- 1.1 Investigations
- 1.2 Transactions
- 1.3 Counseling
- 1.4 Disputes/Litigation/Regulatory Matters
- 1.5 Client Matter Support Activities
- 1.6 Client Relationship Management

#### 2.0 Manage Law Firm Operations

- 2.1 Strategic Planning
- 2.2 Standard and Emergency Operating Procedures
- 2.3 Service Delivery Procedures and Service Level Agreements
- 2.4 Personnel Management
- 2.5 Financial Management
- 2.6 Knowledge Management
- 2.7 Design and Selection of Technology for Law Firm
- 2.8 Internal Reporting
- 2.9 Conflicts Management
- 2.10 Marketing and Business Development
- 2.11 Continuing Professional and Legal Education
- 2.12 Practice Management
- 2.13 Pro Bono Activities
- 2.14 Asset Management (e.g., real estate)