

PERSPECTIVES

Strategies to Manage Your Law Firm's Professional Liability Exposures

MSP L 05/05 "Practice Management Strategies Part 9 — Law Firm Practice Management"

May 2005

Practice Management Strategies Part 9 Law Firm Practice Management and Quality Control

Law Firm Practice Management

Make the practice of law and the day-to-day administration and operational management of your firm two totally separate and distinct functions – In order to be successful at the practice of law, an attorney must be a full-time professional. It is not practical for one or more persons to purport to both practice law and manage a law firm at the same time.

The reality is that the attorney's performance in both areas necessarily will be lacking, since no one can perform two important full-time jobs proficiently. Lawyers should be freed to practice law and bring in clients. A full-time manager or legal administrator should handle the administrative and operational management of the law firm.

Recognize the critical importance of having an empowered centralized management structure in place – It is important to have a clearly defined and articulated management structure in place with

clearly understood authority levels, duties, and responsibilities.

The management team must be empowered and given an effective, meaningful authority level by the senior partners. The actual management can occur by a combination of management committee,

Law Firm Practice Management (Continued on page 2)

In This Issue:

Law Firm Practice Management	1-2
Quality Control	2
2005 Training Sessions	2

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2005 Training Sessions

Cavnac & Associates' Training Room

Bank of America Plaza
450 B Street, 18th Floor, San Diego, CA

- **Sexual Harassment Training (AB 1825 Compliant)**
Thursday, May 12th, 11:30 AM—1:30 PM
- **Fleet Safety**
Friday, May 13th, 9:00—11:00 AM
- **Sexual Harassment Training (AB 1825 Compliant)**
Tuesday, June 7th, 9:30—11:30 AM
- **Fall Protection Program & Personal Protective Equipment**
Friday, July 22nd, 9:00—11:00 AM
- **Sexual Harassment Training (AB 1825 Compliant)**
Friday, August 5th, 9:00—11:00AM
- **Workers Compensation Claims Management**
Friday, September 16th, 9:00—11:00AM
- **IIPP: How to Set Up an Effective Training Program**
Friday, November 4th, 9:00—11:00AM

**All training sessions are available to our clients
Seating is limited!**

Contact **EILEEN JOLLY** by e-mail ejolly@cavnac.com
or by phone at **619-744-0551** for information about upcoming
training sessions. ✂

Law Firm Practice Management (Continued from page 1)

executive committee, and a full-time managing partner or legal administrator. The main duty is to make sure that all aspects of administration and operations are effectively handled.

A valuable added benefit of strong, centralized management is that it ensures that everyone is “on the same page” and headed in the same direction.

Use a strong, well-rounded legal administrator – The legal administrator may be the most important person in your firm in the sense that the quality and efficiency of your firm’s operations will have the single largest impact on how successful and profitable your firm is.

The most important quality a legal administrator can bring to your firm is a broad and well-rounded skill set. Ideally, this would include proficiency in business management, finance, accounting, technology, human resources, and insurance.

Since no one individual will be proficient in all areas, it is important that the legal administrator be a self-starter type who enjoys personal growth and challenges. Investments in continuing education and training for a legal administrator are always worthwhile.

Quality Control

Implement a comprehensive quality control program to ensure you always provide superior legal services – The only way to make sure the product you provide is consistently of the highest quality is to implement systems and procedures to check the products before they leave your firm. Examples would include the proofreading of all briefs and other legal documents before they are sent out the door.

The goal is to establish consistent procedures and standards so that a uniform level of high-quality legal service is always provided to each client. ✂

Disclaimer: “Perspectives” is published as a service to lawyers. While the information contained herein is believed to be reliable, readers are advised to consult their own legal and insurance counsel for assistance in applying it to their unique situations.

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