

Overall Satisfaction and Selection Questions:

1. How did you select the firm?
2. Did you initially select the firm, or an individual within the firm, as your initial contact point? Please describe the relevance of the individual versus the overall firm in your selection
3. Is the firm's reputation relevant to you in the selection of a law firm?
4. With whom do you regularly interact? Who are your primary contacts?
5. Overall, how satisfied are you with the quality of service provided by the firm?
6. What do they do well?
7. What should they do differently?
8. What percentage of your legal work is performed by the firm?
9. What other law firms do you regularly use?
10. What do they do well?
11. What could they do differently?
12. What criteria do you use to select outside counsel? What's the most important/How do you rank the criteria?
13. How do you evaluate performance of the firms you hire?

Performance and Service Questions:

14. Does the firm understand your organization/industry and its products, services, objectives and competitive challenges? How do you gauge that understanding?
15. How do you evaluate work product quality? (How do you know you are getting quality product or service? Does the firm demonstrate that quality?)
16. How satisfied are you that the firm/attorneys understand your company's specific legal needs?
17. How well does the firm balance legal requirements and business needs?
18. Does the firm provide proactive, creative and innovative solutions?

How would you rate the firm's performance in the following areas? (Excellent -5, Very Good -4, Good -3, Fair -2, Poor -1)

The attorney/firm:

19. Provides an honest evaluation of situations
20. Delivers desired results
21. Listens well
22. Provides appropriate staffing for matters
23. Understands and meets your needs
24. Provides practical solutions
25. Staying within agreed costs/budgets
26. Treating you/your team as a valued client
27. Overall Service

Communication and Responsiveness Questions:

28. What is your (your organization's) definition of responsiveness? Does the firm meet that definition?
29. Using that definition are telephone calls/emails returned promptly?
30. How accessible are the attorneys?
31. How do the attorneys relate well to your team? Do you feel you have the correct mix of skill levels, etc. working with your team?
32. What is your preferred method of communicating with outside counsel?
33. How satisfied are you with the firm's communication to you regarding the progress of their work?
34. If you have contact with firm staff, have they been professional, helpful, etc.?

Legal Fees, Budgets and Billing:

35. Do you feel like you receive value for the fees you pay?
36. Are fees reasonable, below/above market value, fair?

37. Are the bills accurate, sufficiently detailed, reasonable, and timely?
38. What standards do you request for bill formats? Are the firm's bills formatted to your standards?
39. Have you ever had to resolve a billing issue? How was it resolved? Were you satisfied with the results?
40. Are you provided adequate information for predicting budget needs? How do our attorneys help you in that process?
41. What is your annual budget for legal services?

Technology:

42. What are the most effective technology resources you utilize for supporting work in managing matters, billing, projects, etc.?
43. Do you use portals or extranets with any law firms?
44. How do you use our website and other law firm websites?
45. Have law firms offered you creative technology solutions to add value to the relationship?

Wrap up questions:

46. Has the amount of legal work you outsource increased/decreased? Why?
47. Do you anticipate your usage of legal services to increase/decrease in the future? Why?
48. What can the firm do to add value that doesn't end up on the bill?
49. What are the top three challenges you face (personally/professionally, legal department or company)?
50. What causes you stress? What keeps you up at night?
51. What have I not asked that you would like to discuss?