

Measuring Outside Counsel Performance

A leading transportation company did not have a formal process to evaluate its outside counsel nor the resources within its legal operations team to develop one.



Our Approach

We helped the client launch an annual outside counsel scorecard, providing specific guidance on the survey design and best practices on sharing the results with firms.

The Outcome

The client now evaluates all of its outside counsel on an ongoing basis. Implementing the scorecard helped gain greater efficiencies and achieve financial targets, and aligned all outside counsel on the client's legal and business goals, objectives, strategies, and risk tolerance.