

# UNDERSTANDING AND IMPLEMENTING LAW 9000 - LEGAL BEST PRACTICE

## 2 DAY SUPPORT COURSE

LAW 9000 is a management system benchmark for legal practices, developed by QL Inc. and SAI Global in conjunction with The Law Society of NSW and The College of Law. It is recognised by Law Cover in NSW as leading to premium discounts for firms which achieve certification.

Based on the international ISO certification which brings with it SAI's exclusive "five ticks" quality mark, LAW 9000 – Legal Best Practice - incorporates elements of the earlier QL II Best Practice Framework as well as requirements for incorporated legal practices. Overall, LAW9000 seeks to provide guidelines on the best practice recommendations for operating a legal practice.

Since its inception in 2004, over 35 firms ranging from a national top tier firm to a sole practitioner have achieved certification with a number of other firms, both QL and ISO certified and "first time" applicants in the pipeline.

### Why get certified?

Certification enables a legal practice to verify to its customers, suppliers and to the market place that it has achieved a high-level of organisational maturity, and that its systems are compliant with the recognised model for quality. It also provides staff with a clear demonstration of management's commitment to quality, and a demonstrable approach to the firm's future as embodied in its systems and processes.

To support this certification, The College of Law has developed this two day course that assists participants with the co-ordination and implementation of this system.

### The Course aims to:

- examine the impact of management systems in your organisation
- assist in the understanding of the structure and intent of LAW 9000
- demystify the challenges of implementation in your firm
- define the road to certification
- assist in clarifying the change management issues for your firm; and
- identify the benefits of implementing LAW 9000 in your firm

### Course outcomes:

- understand the structure and intent of the LAW 9000 scheme
- provide guidance, tips and hints about practical aspects of implementing the Standard:
  - how to deconstruct your business in the context of LAW 9000
  - effective delegation of tasks so that LAW 9000 becomes a cultural fit for your firm
  - define a suitable implementation timetable
  - how and when to prepare for certification
  - identify projected costs of certification
  - what makes effective policy and procedure documents
  - making LAW 9000 work to the advantage of your firm and people
- outline the certification process used by SAI Global Assurance Services

### Who should attend?

The course is aimed at participants who are to be actively involved with the implementation of the LAW 9000 system, either at a policy level (e.g. sole practitioner, partner, director), or as an administrator (e.g. practice or office manager).

### In-house Options

This course can be tailored for in-house delivery to the context of your organisation, involving all interested people and contributing significantly to the implementation of your management system.

It would assist you to read through the annotated versions of **LAW 9000 Framework - GB009.3 - 2004** before you commence this course. This can be obtained from SAI Global Web Shop at [www.saiglobal.com](http://www.saiglobal.com) or Phone: 131 242 or email [sales@saiglobal.com](mailto:sales@saiglobal.com)



What course participants have said:

*I look forward to trying to put the course into place.*

*Can't improve, excellent course, well presented and thoroughly enjoyable.*

*The best thing about the course was the identification of gaps between our current procedures/systems and desirable procedures/systems.*

*The course summarises requirements - made the "monster factor" disappear.*

*The course provided me with good insight into LAW 9000 without overwhelming me with too much.*

*Practical, pragmatic, relevant and understandable.*

**Please contact the Centre for Best Practice**

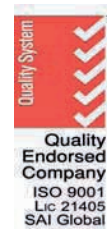
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**Expression of Interest**

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The College of Law