**Law Firm Performance Evaluation Sample Survey**

This brief survey will be used to gather feedback on the performance of the firms that you engage with. Once feedback is provided, we will review all responses to ensure that performance is measured consistently across all categories. By providing feedback to our firms, we are establishing a strong partnership to increase the efficiency for our organization by addressing challenges and finding innovative solutions to optimize the delivery of our firm’s legal services.

Law firms are critical to the operations of our legal department and it’s important to recognize that continuous improvement requires patience and partnership. Your feedback is important to promote better collaboration comprehensively across our entire portfolio of outside counsel.

Please indicate which Law Firm you are evaluating. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Select the specific Practice Area used for this firm.

* Antitrust/Trade Regulation
* Bankruptcy
* Contracts – Commercial
* Contracts – Government
* Capital Markets
* Employee Benefits, ERISA, Executive Compensation
* Employment & Labor
* General Corporate / Commercial
* Government Relations
* Industry-Specific Focus
* International
* Intellectual Property – Licensing
* Intellectual Property – Patent
* Intellectual Property – Trademark
* Intellectual Property – Licensing
* Intellectual Property – Patent
* Intellectual Property – Trademark
* Litigation – Commercial
* Litigation – Environmental
* Litigation - Product Liability
* Litigation – Securities
* Litigation – Other
* Mergers & Acquisitions
* Property & Casualty
* Real Estate
* Regulatory (excl. Environmental)
* Securities / Finance
* Tax

Provide examples of how this Law Firm has added value to our organization.

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Please rank the Law Firm on the following performance criteria on a 1-5 scale.    
    
**1: Unsatisfactory** - Bottom 10% - Consistently below expectations   
**2: Improvement Needed** - Bottom 25% - Did not consistently meet expectations   
**3: Meets Expectations** - Middle 50% - Consistently met expectations    
**4: Exceeds Expectations** - Top 25% - Consistently exceeded expectations

**5: Exceptional**- Top 10% - Far exceeded expectations

|  |  |
| --- | --- |
| Understands and Aligns with our Business |  |
| Shared Values |  |
| Quality of Work Product |  |
| Responsiveness /Timeliness |  |
| Effective Use of Technology |  |
| Innovation / Creativity |  |
| Service Delivery |  |
| Results / Outcomes |  |
| Cost Effectiveness |  |
| Transparency and Information Sharing |  |

How likely are you to recommend that we continue to use this firm on future matters?

* Highly Likely (90%+)
* Somewhat Likely (70-80%)
* Not Likely (<70%)

Please provide any additional comments for the Law Firm.

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