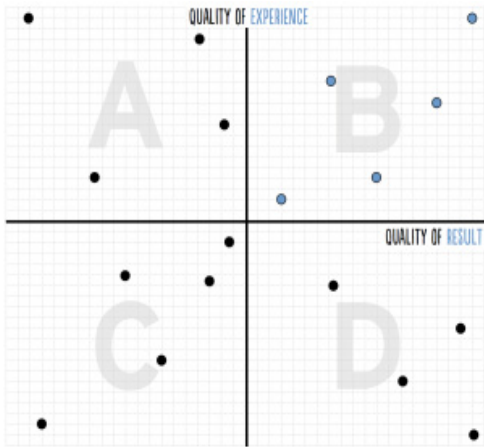


Scoring client service—great idea from Matt Homann

By [Patrick Lamb](#) on January 18th, 2012



I loved [this post](#) by [Matt Homann](#) suggesting lawyers score their client service on the quality of the client's experience as well as the quality of the result. Matt's "scorecard" is included at left. Matt's suggestion is to ask your clients to show where you fit in the quality of experience/quality of result chart and that if you're not in the upper right quadrant, you need to get to work.

Matt's idea is spot on. I offer a subtle amplification to Matt's suggestion, though, and that is for the lawyers providing the service to chart out how they think a client will score them and then ask the client. The comparison will show whether the lawyers are "getting it" from the client's perspective.

Posted in [Client Service](#), [Commentary](#), [People](#), [Places](#) and [Blawgs](#)