Law Department Client Satisfaction Survey

Document Date: September, 2008

Sample Law Department Client Satisfaction Survey

Please indicate your organization within the Company.

[Menu with Company Organization Units]

How frequently have you worked with each of the following Law Department Practice Groups this year?

	More or Less Continuously	A Few Times Every Quarter	A Few Times This Year	Not at All
Supply Chain				
Field Operations				
Real Estate				
Intellectual Property				
Litigation				
International				
Employment and Labor				
Corporate				

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What is your evaluation of the Law Department's performance in each of the following areas?	Excellent	Very Good	Good	Fair	Poor	No Experience With the Law Dept.
1. Being accessible when I call them						
2. Responding effectively to problems I bring to them						
Keeping me up-to-date on the status of legal projects they are doing which involve me						
4. Giving me legal advice I understand						
5. Demonstrating good teamwork when working with me						
6. Keeping legal projects on track						
7. Managing "crises" effectively						
Working efficiently to avoid unnecessary work on my part						
9. Candidly communicating our legal liability or vulnerability						
10. Effectively advising me of action steps I should take						
11. Working with and supervising outside counsel						
12. Fulfilling promises in a timely way						
13. Communicating with me in terms I understand						
14. Demonstrating concern for cost containment						
15. Helping me understand the legal process						
16. Helping me understanding laws and regulations applying to the situation I'm dealing with						
17. Understanding my responsibilities and objectives						

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What is your evaluation of the Law Department's performance in each of the following areas?	Excellent	Very Good	Good	Fair	Poor	No Experience With the Law Dept.
18. Keeping me informed of <u>new</u> laws and regulations that my unit needs to understand and adhere to						
19. Working well with people on projects to earn their respect						
20. Managing multiple legal projects simultaneously						
21. Asking for my help when they need it						
22. Helping to resolve disagreements effectively						
23. Demonstrating commitment to helping me find a way to achieve my business objectives instead of just saying "no"						
24. Taking personal accountability for achieving results						
25. Planning ahead to avoid last minute problems						
26. Managing outside counsel effectively and efficiently						
27. Achieving a positive legal outcome						

What action steps do you think the Law Department should take to improve the quality of legal services provided to you and your business unit colleagues?

1.)_____

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2.)_____

Which of the following most accurately describes your forecast for the level of legal services you and your colleagues will need from the Law Department in the coming three years to help you meet your business objectives? (*Please check only one response.*)

The level of legal services my colleagues and I will need in the coming three years will:

□ Stay about the same as it is now

Grow to some degree but not a great deal

□ Grow a great deal

What new or additional legal services do foresee needing in the next three years to help you meet your business objectives?

2.)

Thank you for your help with this survey!