



Quality Practice Standard



Quality management techniques are an invaluable tool for managing risk, formalising internal work practices and improving client satisfaction. Large firms benefit from the implementation of a quality management system through improved communications within and between functional areas, increased consistency of approach and greater emphasis on client satisfaction. Smaller firms benefit through the formalisation of work practices to provide for consistency of approach as the firm grows. All firms benefit by identifying the most effective and productive methods of delivering a quality service and product.

Quality management is not a complicated process involving vast amounts of paperwork. The management system can be fully electronic if all personnel within the organisation have access to the computer system. More and more customers are asking their suppliers if they are 'quality managed'. A quality managed organisation gives a customer the confidence that the organisation will deliver the correct product (or service) on time, every time.

The company is therefore:

- More competitive;
- Running costs are reduced;
- Company has knowledge of costs prior to activities taking place;
- Errors are reduced because of planning.

With increasing client demands for improved accountability and internal demands for better communications, The Law Society of Western Australia identified the need for the production of a legal industry based quality system standard that would be both practical and cost effective to implement.

The Society established a committee consisting of practice managers, lawyers and quality management consultants, to consider the concerns expressed by firms regarding the adoption of formal quality management practices. To this end, the committee deliberated for a period of 18 months, before producing the final version of the 'Quality Practice Standard'.

The Standard embraced a number of the elements of the ISO 9001 Standard but excluded those elements deemed to have little or no impact on client satisfaction, improving the efficiency or effectiveness of law firms and risk minimisation. Additional benefit of gaining a reduction on the professional indemnity insurance premiums for firms which remain claim free. Complying with a formal quality management is seen by the insurance industry as a positive means of reducing the risk of claims.

Registration Form and Tax Invoice

ABN 414 345 165 49



Quality Practice Registration Form For firms to register for the Quality Practice Standard (QPS)

QPS has been developed to improve the quality and competitiveness of legal practices in Western Australia through the development of better relationships with their clients and improved file management and efficiency. QPS recognises firms that have developed and adhere to documented internal systems and processes. These systems are designed to improve client satisfaction by clearly establishing and refining internal working procedures and avoiding wastage.

HOW TO REGISTER

ENQUIRIES: QPS Administration
EMAIL: qps@lawsocietywa.asn.au
PHONE: (08) 9324 8600
FAX: (08) 9324 8699
MAIL: The Law Society of Western Australia
PO Box Z5345, Perth WA 6831
(DX 173 PERTH)

REGISTRATION DETAILS

FIRM DETAILS

Name of Firm: _____
Address of Firm: _____
Postal Address: _____
Suburb: _____ State: _____ Postcode: _____
Phone: _____ Email: _____

REPRESENTATIVE DETAILS

Name: _____
Position within firm: _____

AS/NZS 9001 CERTIFICATION

Yes If yes, please supply a copy of your AS/NZS 9001 Certification No

MEMBERSHIP OF THE LAW SOCIETY OF WESTERN AUSTRALIA

Number of lawyers in your firm that are members of the Law Society of Western Australia: _____
Number of lawyers in your firm who are eligible for ordinary membership, but are not members of the Law Society of Western Australia: _____

REGISTRATION OPTIONS AND FEES (All prices are GST inclusive)

Firm Size (Number of Professional Personnel)	1 - 6	7 - 15	16 - 25	26 +
Registration Fees	\$75	\$150	\$230	\$290

COMPULSORY TRAINING

I understand that the QPS Coordinator will contact me with regard to compulsory training (not applicable for firms certified under AS/NZS ISO 9001 Certification)

Signature: _____ Date: _____

PAYMENT DETAILS (Please note – payment must be received prior to the event)

Visa Mastercard AMEX Cheque (Payable to 'The Law Society of Western Australia')
Card Number: _____ Expiry Date: _____ CVV Number: _____
Cardholder's Name: _____
Cardholder's Signature: _____ Date: _____
Name: _____ Signature: _____ Date: _____

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