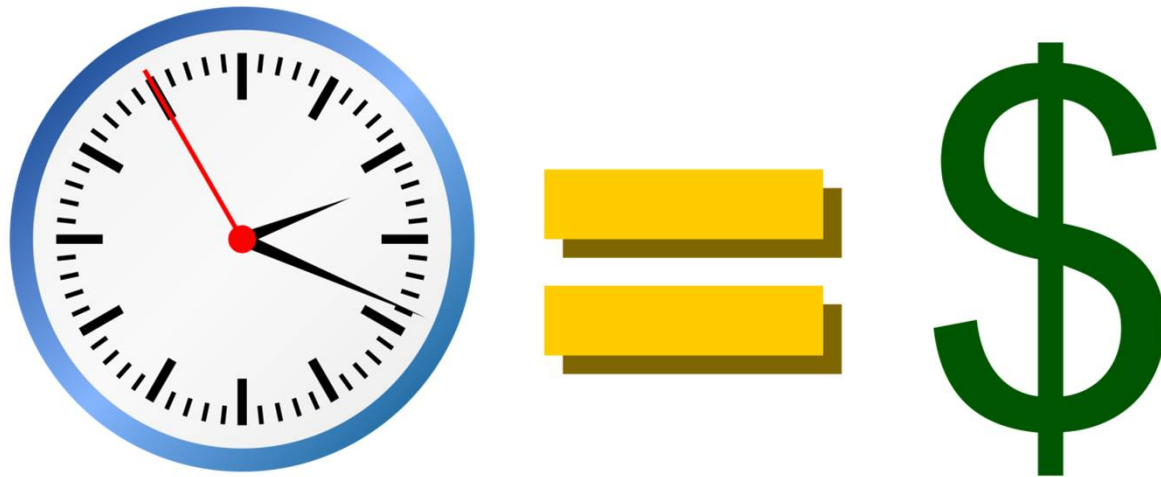# Research Costs
a process improvement perspective

Value

- Something the client will pay you for

- Done correctly the first time

- Physical output change

LEGAL RESEARCH IS A PROCESS

What can effect research process cost?

- Suppliers
- Inputs
- Process
- Outputs
- Customers

Control the research process

- SUPPLIER INPUTS
  - Understand the client's problem AND the outcome that they hope for
  - What is the question your research is meant to answer
  - Understand the task (your piece)
  - Who are all the suppliers in your process (client, partner, librarian, your assistant, technology, the file)

Control the research process

- INPUTS
  - What tools are you going to use to find the answer
  - How many tools do you need to use for this question
  - What are the input costs

Control the research process

- PROCESS
  - How are you going to do your search
  - What is your starting point
  - What is your end point
  - When will you stop
  - What tools and documentation are you using to make sure you get it right?

Control the research process

- OUTPUTS
  - How are you collecting your data as you go
  - Downloading vs linking
  - Do the work once
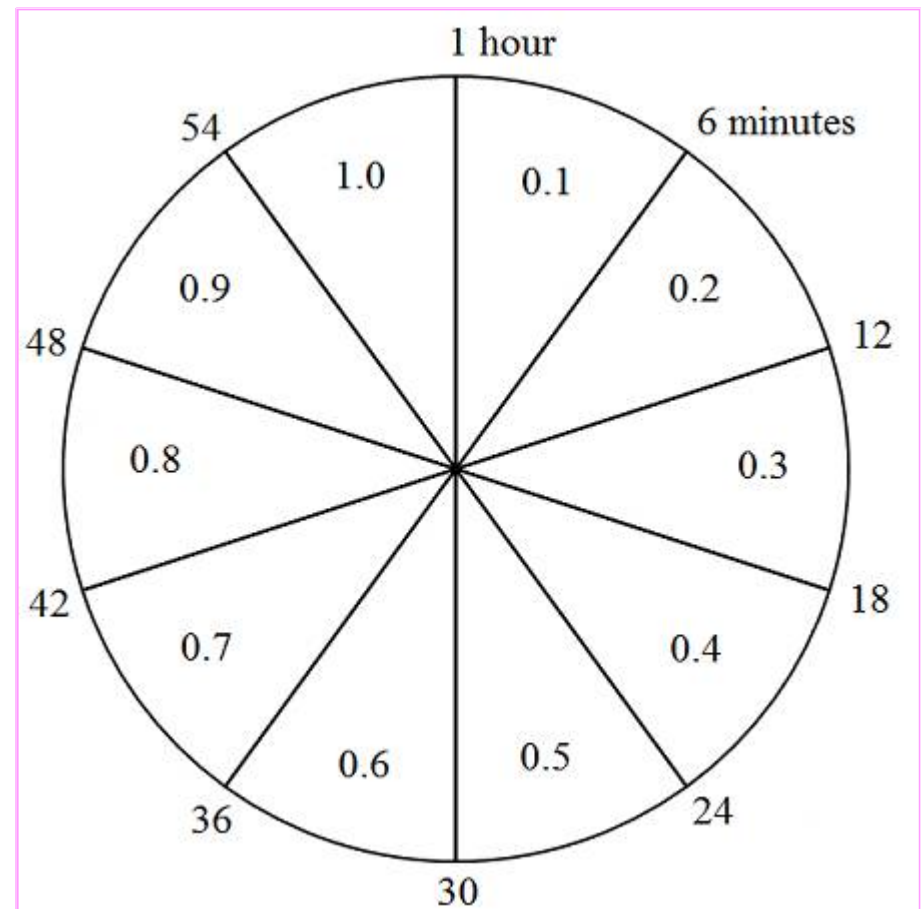 - What is the product (email, memo, factum)

Control the research process

- CUSTOMERS
  - Who is the customer
  - Did you answer the question
  - Is the work of a quality someone would pay for

Ask

- Do we recover disbursements for legal research
- Am I being efficient

Keep Improving