

# RETHINKING THE APPLICATION OF TECHNOLOGY TO REGULATORY WORK

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# OVERVIEW

## Seeing your work differently

- Understanding value & waste
- Mapping your process

## Improving your work

- Eliminating the waste
- Identifying places for technology

## Using new technologies to support improvement

- What's out there

# SEEING YOUR WORK DIFFERENTLY

# WHY IMPROVE?

$$\text{Pressure} = \frac{\text{Volume of Work}}{\text{Time Available}}$$



# SMALL CHANGES WORK

Saving 1 minute, 5 times a day means

**20 hours/year**

If five of you do the same thing, you get

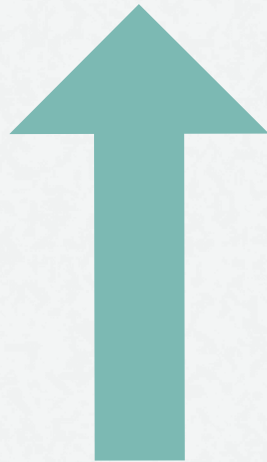
**2.5 free weeks a year**

# DMAIC

- Define: What does the client want?
- Measure: How do we work toward that?
- Analyze: Why do we work that way?
- Improve: How can we improve?
- Control: Are we following our new process?

# THE ESSENCE OF LEAN

Add value



Eliminate waste

# SO WHAT'S VALUE?



Three key value criteria:

1. does your work move the matter forward?
2. is it what the client wants and is willing to pay for?
3. is your work done right the first time?



# DOWNTIME





# DEFECTS



- missing a filing date
- incomplete forms
- bad drafting
- data-entry errors

# OVER-PRODUCTION

- printing too many hard copies
- cc'ing too many people
- getting work done earlier than absolutely required



# WAITING



- for people
- for information
- for printers and other equipment
- because of interruptions



# NON-UTILIZED TALENT



- under-using talented assistants
- using senior people for work that could be done by juniors
- doing work that is best done by the client or outsourced

# TRANSPORTATION



- sending documents via courier instead of email
- using checks rather than direct deposit
- too many handoffs or approvals

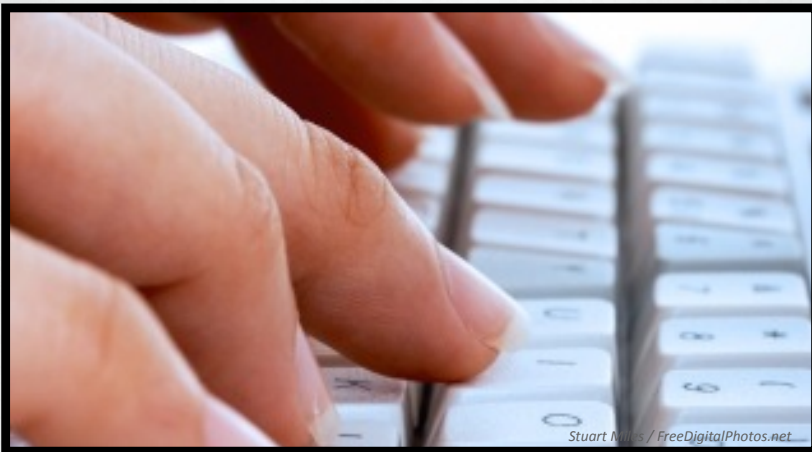


# INVENTORY



- unanswered emails and voicemails
- files sitting on your desk awaiting work
- overflowing stationery cupboards

# MOTION



- unnecessary travel for meetings
- too many keystrokes to find documents
- poor office layout

# EXTRA PROCESSING



- too much research
- triple-checking
- over-staffing a project
- too many drafts of a document



# WHERE'S THE WASTE?

Interactive Exercise

Look at what you do every day in terms of the eight wastes



# SEEING YOUR WORK DIFFERENTLY

With a map, you can see the forest for the trees...and the trees for the forest





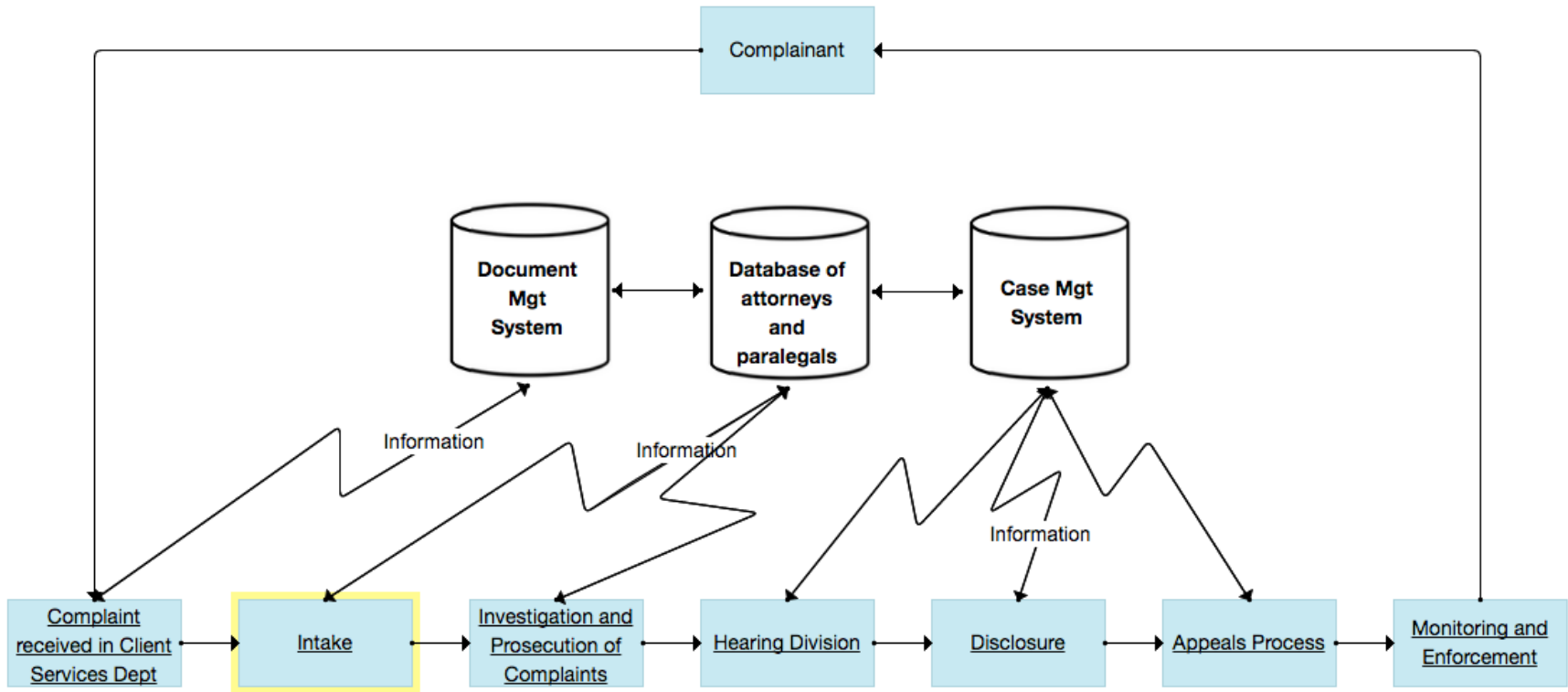
# WHAT IS A VALUE STREAM?

- The sequence of activities undertaken by the regulator to fulfil an element of its mandate
- A series of processes, each of which may be comprised of many steps

# Bar Association Complaints Process

**Professional Regulation Complaints Process** for Bar Association in Lawless State, Justicia. Bar Association is committed to resolving disputes between its members and the members of the judiciary and the public in an open, transparent, professional, and fair manner.

Complaints Service Mission Statement



# PROCESS MAP

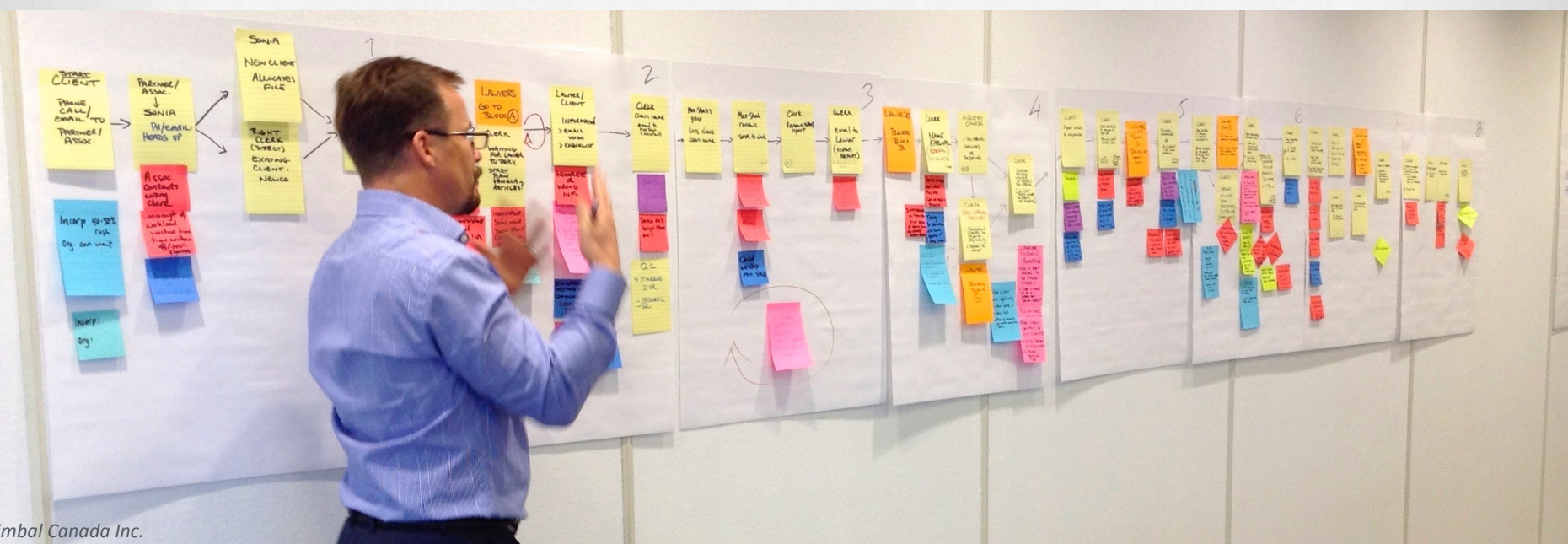


Image © Gimbal Canada Inc.



# THE FUTURE STATE



Image © Gimbal Canada Inc.

# WASTE IN THE COMPLAINTS PROCESS

Look for:

- the eight wastes
- bottlenecks
- frustration points





# USING TECHNOLOGY TO IMPROVE YOUR WORK

# COMMON INTERNAL FRUSTRATIONS

- Inadequate IT infrastructure and support
- Data hygiene
- Search
- Information and data management

# COMMON EXTERNAL FRUSTRATIONS

- Lack of Sophistication
- Attitudes/Culture
- Communication Issues



# YOU WANT TECHNOLOGY THAT HELPS YOU:

- Mitigate risk
- Improve competency
- Create better reports
- Find information faster
- Manage information that you receive
- Work with less paper

# KNOWLEDGE MANAGEMENT



- Stop reinventing the wheel
- Reduce errors and drafting time
- Capture best practices
- Reduce paper

# KM SOLUTIONS

- Checklists and templates
- Document management systems
  - NetDocuments, iManage, or Worldox
- Key Features:
  - easy to upload/download
  - searchable



# CASE MANAGEMENT

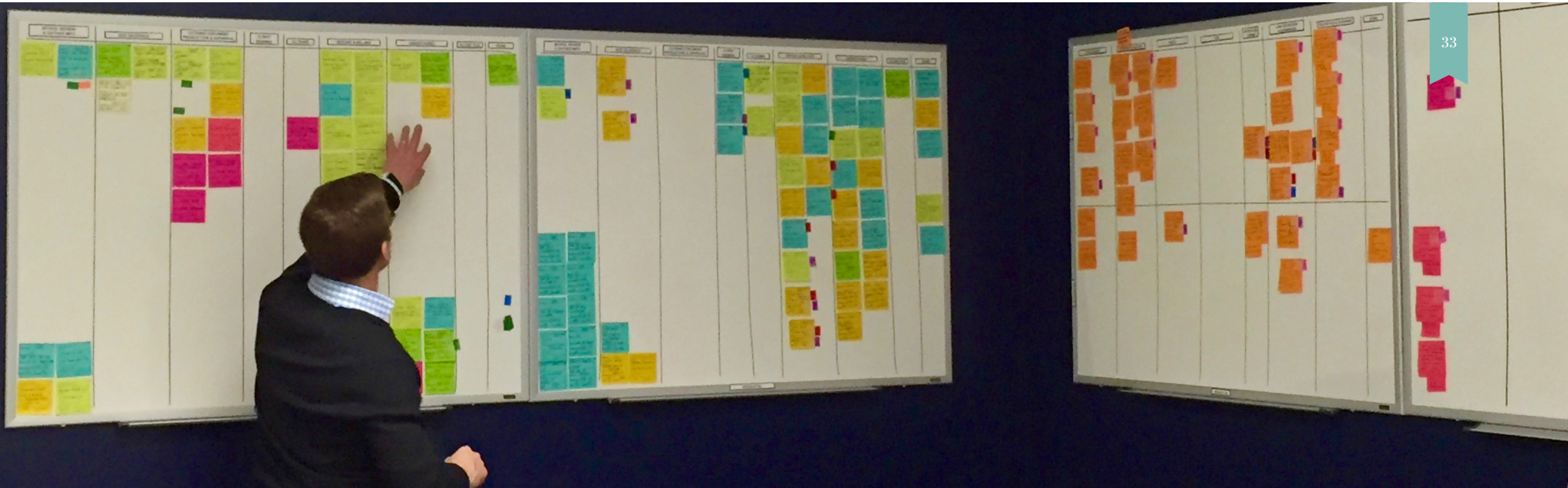


- Track progress of matters through your system
- Consolidate documents, communications, and information
- Design efficient workflows
- Capture case-related data
- Reduce paper

# CASE MANAGEMENT SOLUTIONS

- Clio ([goclio.com](http://goclio.com))
- RocketMatter ([rocketmatter.com](http://rocketmatter.com))
- MatterSphere ([mattersphere.elite.com](http://mattersphere.elite.com))
- Trello ([trello.com](http://trello.com))
  - You can even use paper kanban boards
- Key Features:
  - Allow tracking for data collection
  - Integrate with existing DMS, communications systems, etc.

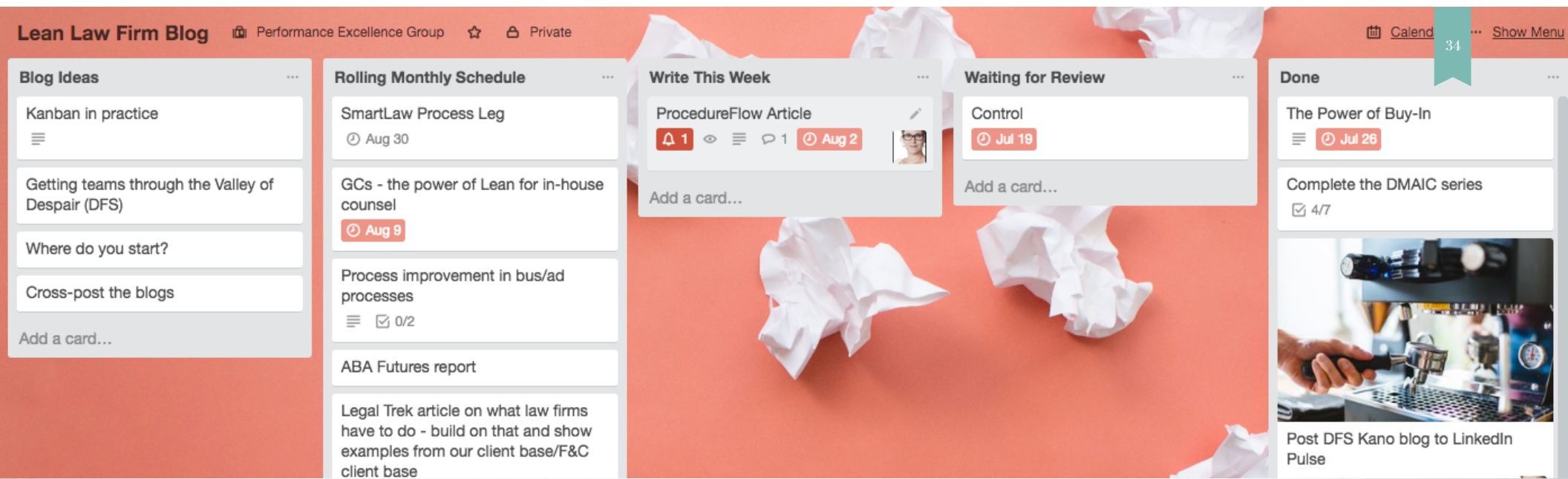




# KANBAN BOARDS

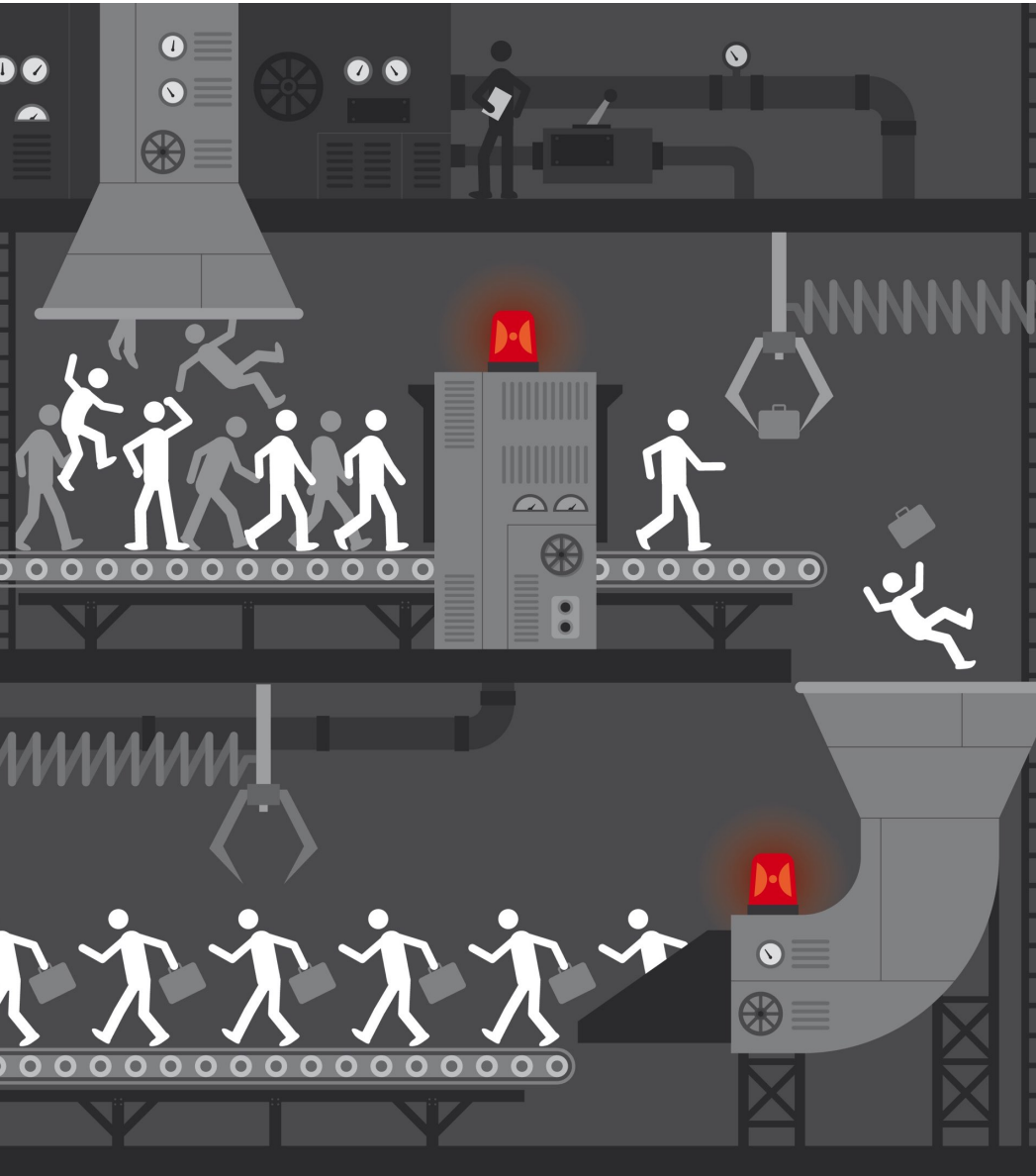
A low-tech but effective solution for case management





# KANBAN BOARDS

A low-tech but effective solution for case management



# AUTOMATION

- Standardize processes
- Create faster, more efficient workflows
- Reduce errors
- Reduce employee workload
- Improve work allocation

# AUTOMATION SOLUTIONS

- Document assembly tools
  - Doxsera / TheFormTool ([theformtool.com](http://theformtool.com))
  - MatterSphere ([mattersphere.elite.com](http://mattersphere.elite.com))
  - ProcedureFlow ([procedureflow.com](http://procedureflow.com))
- Key Features:
  - Integrate with other systems
  - Automate IMPROVED systems



# TEXT-BASED INSTRUCTIONS

## Setting Up Your Sugar CRM Account

All customer contact information and customer requests are managed and processed using Dome Tent Co.'s Sugar CRM system. If you do not already have a Sugar CRM Account, please send an email to our system administrator, Jen Smith, at [jen.smith@dometentco.com](mailto:jen.smith@dometentco.com) and request that an account be set up for you.

Once this has been completed, Sugar CRM can be accessed by opening up your internet browser (i.e. Google Chrome or Internet Explorer) and logging onto <https://sugarcrm.com>.

## Updating Customer's Account Information

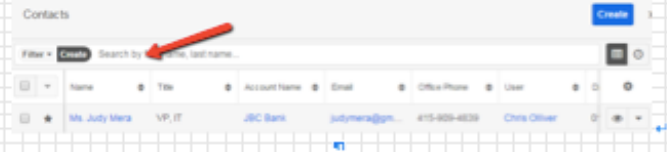
The Sugar CRM main screen appears as follows. To update a customer's account, we first have to locate the customer's account in the database. Click "Contacts" to enter our customer account database.



Type the customer's name into the search box that appears at the top of the screen. You are able to search by the customer's first OR last name. Unfortunately, we are NOT able to search by company name.

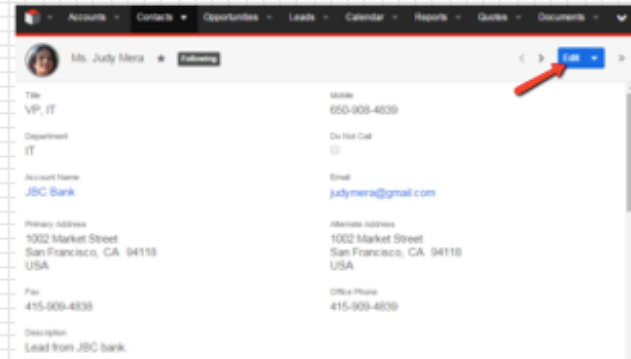
(NOTE: If you are not able to locate a customer's account, you can obtain permission from Customer Care to create a new account for the customer. Send an email to

[customer.care@dometentco.com](mailto:customer.care@dometentco.com) with your request. Customer Care will then double check the database and confirm that the customer does NOT already have an account set up under another name, another company, etc.)



Once you've typed in your customer's name, locate your customer in the list of search results and click on customer's name to open their specific "Profile" page. The profile page contains all contact information for the customer, and also records all sales activities related to that customer.

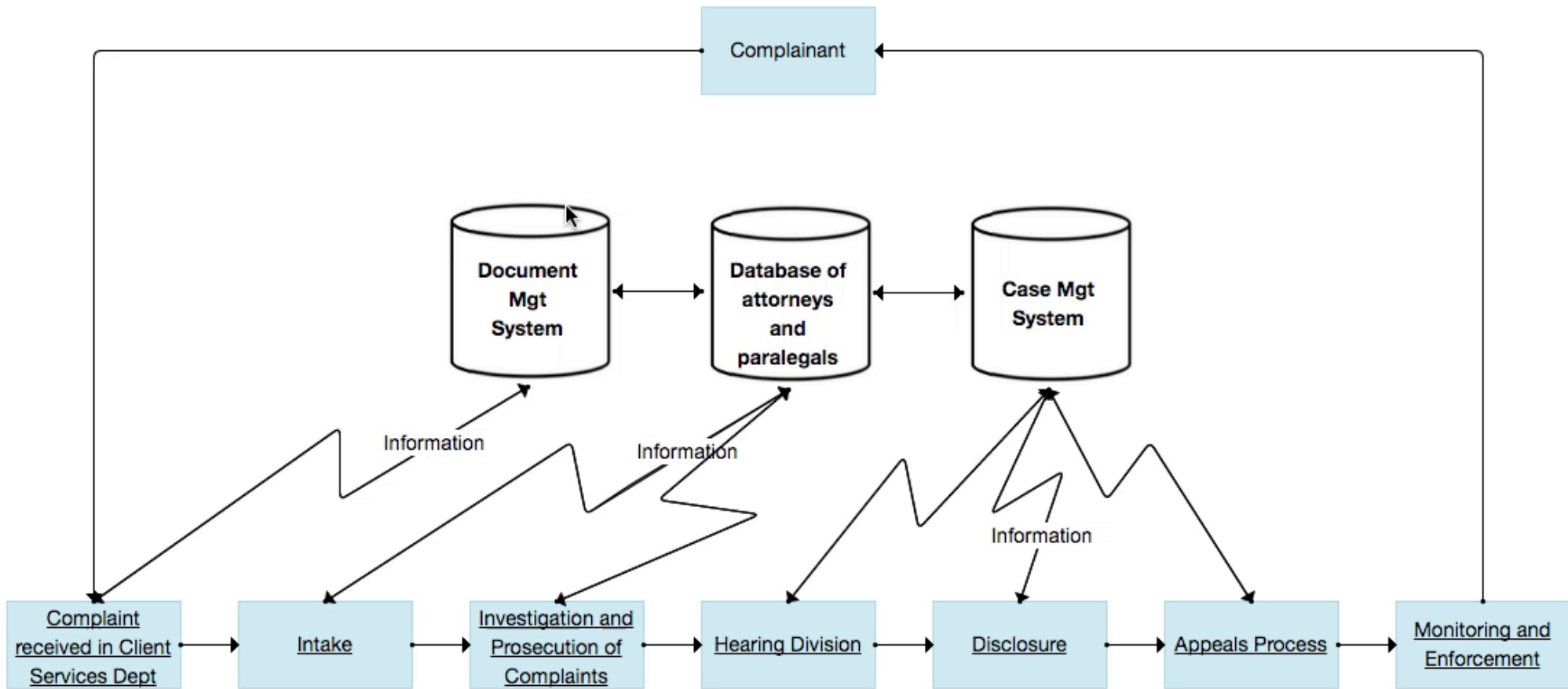
Next, click the "Edit" button to enter the editing screen. To edit, change or modify any of the customer's information, scroll down and locate the information which the customer wishes to update (address, phone number, name, email address, etc.) and make the required changes.



Once you've completed all of your changes, click "Save" to update the customer's account and save your changes to the database.

**Professional Regulation Complaints Process** for Bar Association in Lawless State, Justicia. Bar Association is committed to resolving disputes between its members and the members of the judiciary and the public in an open, transparent, professional, and fair manner.

Complaints Service Mission Statement



# CONTENT MANAGEMENT

- disseminate critical information to lawyers and the public
- reduce time and errors
- increase transparency
- permit self-service



About the Barreau

For the Public

For Lawyers

Becoming a Lawyer

## Featured training activities

09  
SEP  
2016

Les développements récents en droit familial (6 h)

Québec

16  
SEP  
2016

Les développements récents en droit familial (6 h)

Montréal

ICI : les formations du Barreau ▶

## FORMATION CONTINUE

Formations en ligne :  
tarif réduit pour les jeunes

DEPUIS LE 1<sup>er</sup> AVRIL 2016, LES MEMBRES DE MOINS DE CINQ ANS DE PRATIQUE BÉNÉFICIENT D'UN TARIF RÉDUIT SUR LES FORMATIONS EN LIGNE.



## About the Barreau

- Governance
- Elections
- Committees
- Laws and Regulations
- Job Opportunities

Even more in « About the Barreau »

## For the Public

- Finding a lawyer
- Notifications to the public
- Public's Protection
- Access to Justice
- Client/lawyer relations

Even more in « For the Public »

## For Lawyers

- Association
- Continuing Education
- Ethics and Professionalism
- Practitioner
- Lawyers

## What's New?

July 6, 2016

### Notifications to Lawyers

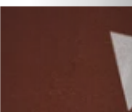
Avis de changement de nom du Bureau de décision et de révision

June 30, 2016

### Notifications to Lawyers

Avis d'approbation de règlement | Veuillez lire attentivement le présent avis, car il pourrait

## Video o





# CONTENT MANAGEMENT SOLUTIONS

- Website with self-service pages, forms, FAQs
- Alfresco ([alfresco.com](http://alfresco.com))
- MailChimp ([mailchimp.com](http://mailchimp.com))
- Key Features:
  - Easy to navigate
  - Integrate into other workflows

# KEY TAKE-AWAYS

- Map out your current state
- Identify and then eliminate the wastes
- Implement technology solutions that support optimized or improved processes
- Integrate your technology solutions with existing systems

# CONTACT



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