

Casey Flaherty

Casey Flaherty consults with both in-house departments and law firms on legal operations, strategic sourcing, pricing, and process re-engineering. A former inside and outside counsel, Casey is a Lean Six Sigma black belt who created the Service Delivery Review, a comprehensive program that applies supply-chain management techniques, like site visits, to deepening the law department/firm relationship. The SDR is the subject of his guidebook for the Association of Corporate Counsel entitled *Unless You Ask*.

The site visits to law firms he made as in-house counsel are the genesis of Casey's passion project, the Legal Tech Assessment. The LTA is a competence-based learning and benchmarking tool. Casey observed that legal professionals lacked proficiency with the core tools of their trade (Word, Excel, PDF) despite spending most of their working hours using those tools. He determined this was the low-hanging fruit of legal productivity. The LTA was born. The LTA is used in law schools, law departments, law firms, government, and as CLE.