

Lighten-Up! Consulting

Business process improvement for small law firms

COVID-19 Members Relief Package: As part of the Singapore Academy of Law's Support Package amid COVID-19, FLIP are offering 40 complimentary slots for small firms to access our business re-engineering consultancy package. The three-month Lighten Up! programme is designed to make your processes and workflows more efficient and will be provided free of charge to selected firms. The project will be delivered remotely via video conferencing and messaging tools.

Project Summary

What you get:

- 3 months business process improvement consulting
- 1-1 support (up to 30 consulting hours / law firm):
 - Diagnosis
 - Process Mapping
 - Process Optimisation
 - Change Management
 - Support for implementation & integration of solutions
- Final report

What we need:

- This project will be very hands-on and will require the buy-in from senior decision-makers at the firm. Law firms will need to commit a **minimum of 15 hours** with our Legal Technology Consultants over the course of the project.



The Lighten-Up! Consulting Journey

Project Phases

Pre-Scoping

Scoping

Process
Mapping

Change
Management

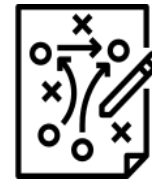
Process
Optimisation



Kick-off: Getting started with Lighten-Up!



Phase 1: Diagnostic



Phase 2: Configuration



Phase 3: Implementation

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Phase 1: Diagnostic

The first phase of the programme is designed to help you and your team build the right foundations for the following 3 months.

In this phase, we will:

- Finalise the scope of your project: What is the problem you're trying to solve?
- Develop the mission statement of the business problem we're trying to solve together
- Meet with all relevant internal / external stakeholders to map-out your current state
- Create the visual process map of your current state
- Identify internal Change Champions
- Help your organisation feel empowered as your team embarks on its transformation journey

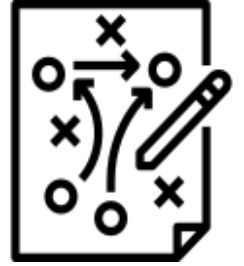
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Phase 1: Diagnostic

- **1-to-1 Activity:** Information gathering (240 mins) – Conducted in person
- **TeamFLIP task:** To develop preliminary process map

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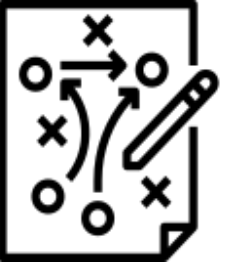


Phase 2: Configuration

Participating law firms will work closely with their dedicated Legal Technology Consultant who will customise the project for their specific needs:

- Analysis and optimisation of current state
- Process optimisation
- Development of bespoke KPIs and metrics tailored to business objectives
- Top-down and bottom-up approaches to process design to maximize value and promote continuous improvement

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Phase 2: Configuration

- **1-to-1 Activity:** Optimisation meeting part (120 mins)
- **1-to-1 Activity:** Optimisation meeting part 2 (120 mins - optional)
- **TeamFLIP task:** To develop the Change Protocol

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Phase 3: Implementation

TeamFLIP will guide you along the process of improving your business processes and, when necessary, help you implement and integrate the new technology solutions that will support your operations.

- Technology implementation change protocol
- Technology configuration blueprint
- Data migration map
- User Acceptance Testing
- Process goes live!
- Continuous improvement plan (protocol & metrics)

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Phase 3: Implementation

- **TeamFLIP Task:** Prepare launch communication
- **1-to-1 Activity:** KPI & Success metrics review (30 mins)
- **1-to-1 Activity:** Additional communications (and course correction, if needed) (60 mins)
- **1-to-1 Activity:** Final KPI Review (60 mins)
- **TeamFLIP Task:** To prepare final report, recommendations and process map
- **1-to-1 Activity:** Implementation close and project review (60 mins)

How to apply?

You may send your application via the online form available at

<https://www.cognitofirms.com/SingaporeAcademyOfLaw/lightenupconsulting>

Applications will be reviewed, and accepted on a first-come-first served basis, limited to 40 firms.