

LEGAL PROCUREMENT IN BRIEF

Supplier Management Reporting

Robust supplier management reporting helps clients capture data they need to better manage their suppliers and improve the value they get. Matt Peacock of [OMC Partners](#) recommends requiring suppliers – law firms, law companies, legal technology companies etc. – to report using metrics that reflect the value of the work to you and that help evaluate the supplier’s efficiency and effectiveness. Mandate the information to be submitted in a concise, well structured, and consistent format across all of your suppliers.

In terms of SLAs and KPI, Matt suggests keeping things simple, focussing on a mix of financial and qualitative. Examples include:

Response times	Service level commitments	Cycle time – start to finish of matter	Output volumes
delivery to key milestones	Agreed resource protocol v actual utilisation	Business stakeholder satisfaction (% or 1-10)	Estimated costs v actual costs (per matter monitored)
Total spend YTD and variance previous year	Net savings %	Violations of outside counsel guidelines	Training statistics

For reporting on key matters, introduce a structured template like the one below to improve transparency.

BEST PRACTICE REPORTING STRUCTURE

1. Key activities completed since last report
2. Overall progress
3. Benefits delivered so far
4. Key activities before next report
5. Immediate milestones – Planned / Forecasted
6. Longer term milestones and deliverables – Planned / Forecasted
7. Scope changes – details, effects, actions
8. Budget changes
9. New risks – details, mitigation, actions
10. WIP against budget
11. Upcoming absences
12. Other team changes
13. Lessons learned and improvements identified