



LIT Topic: Quality Control

Quality Control is an essential component to mitigating the risk of errors and oversights in the docketing profession. Let's discuss the varied approaches firms have incorporated to protect themselves with this critical task.



Who performs quality control checks (managers, clerks, others)?

What is your process for quality control? Do you audit calendaring software in real-time or use audit reports and, in either scenario, how do you ensure a full understanding of the relevant matter?

What is the frequency of your quality control process (daily, weekly, immediately after docketing)? Has this changed because of/during remote work?



LIT Topic: Improvements / New Projects with Remote Work

Working remotely, which might have been just an occasionally convenient occurrence prior to the pandemic, shifted overnight into an everyday scenario many of us had to learn to handle on the fly. Let's discuss improvements and/or new projects which came about during this time of remote work



What has been the new best practices, projects or processes you tackled or implemented during remote work? Why was it needed and will it remain part of the organizational practice when you return to the office?

Did you adjust how the daily docketing is handled to improve efficiencies, allow for flexibility or optimize working remotely?

Have you found useful online or virtual tools to improve collaboration with colleagues? Are you using these tools in a unique way you can share with your peers? How are you collaborating outside a virtual environment?