
Designing, Implementing, & Leveraging a Docket Quality Control Program

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Calendaring Our Future Together.™





Today's Discussion



Please Comment/ Question Throughout

- Sidley's Quality Control Process
- Why develop a QC Program?
- How to develop a QC Program?
- Getting the most of your QC Program?
- Building support for your QC Program?





Key Takeaways



Remember Two Things

- Improved Risk Management
- Document Everything



Who has a Formal Quality Control Procedure?



Sidley's QC Procedure



What We Do

- Three Staff Attorneys
- Every Order & Attorney Communication
- Audit, Don't Correct
- Save Every Email
- Document every Mistake
 - Low, High, Urgent



What are some of the reasons to develop a Quality Control procedure?

Why QC?



Quality Control Benefits

- Risk Management
- Identify Training Opportunities
- Improve Employee Performance
- Increase Confidence in Department
- CYA



Where/when do you see
the most mistakes in
docketing?



How to Develop



Identify What Should be Audited

- Where is your biggest risk?
- Where are your most mistakes?
- How much should be audited?
- How often should it be audited?





How to Develop



Put Everything in Writing

- Document the Entire Process
- Document Who is Doing the Audit
- Document What is Being Audited
- Document How it is Being Audited
- Record the Mistakes



Record Mistakes

Date added	Clerk	Classification	Docket ID	Issue	Resolution
8/29/2022	Specialist	High	Case Number	Three deadline calendared for incorrect dates. Superseded docket call rule set and associated events not removed.	Sent email.
8/29/2022	Specialist	Low	Case Number	Inapplicable deadline re class action case generated off notice of appeal rule set not removed.	HKL removed.
8/29/2022	Specialist	Low	Case Number	Rule set for service of response to motion applied. However, generated reply deadline did not specify the motion and the reply deadline was already calendared for another day per prior order.	NA - generated reply deadline passed.
8/29/2022	Specialist	Low	Case Number	rule set not applied to notice of appeal	ARL fixed
8/30/2022	Specialist	Low	Case Number	Specialist didn't add magistrate judge to related parties following 8/30 referral	Emailed Specialist screenshot and instructions to add USMJ to related parties
8/30/2022	Specialist	Low	Case Number	Sloppy event descriptions. Some were not completely accurate and some omitted relevant info.	HKL corrected.
8/30/2022	Specialist	High	Case Number	Rule set for service of motion, which generates response deadline, not applied.	NA - response deadline later became moot.
8/30/2022	Specialist	Urgent	Case Number	next day deadline not calendared	ARL fixed
8/30/2022	Specialist	Low	Case Number	deadline not calendared	ARL fixed



How to Develop



Start Small

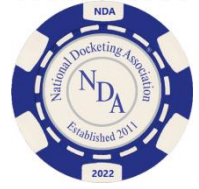
- Use your current resources
- Start with a single office/ case type
- Identify an immediate impact
- Evolve as necessary
- Long term dream v. Short term reality



How do you identify
opportunities for training?



Leveraging Data



Use your Data to Improve your Team

- Identify department wide issues
- Identify individual issues
- Determine long term trends
- Performance Reviews
- Data to support additional resources

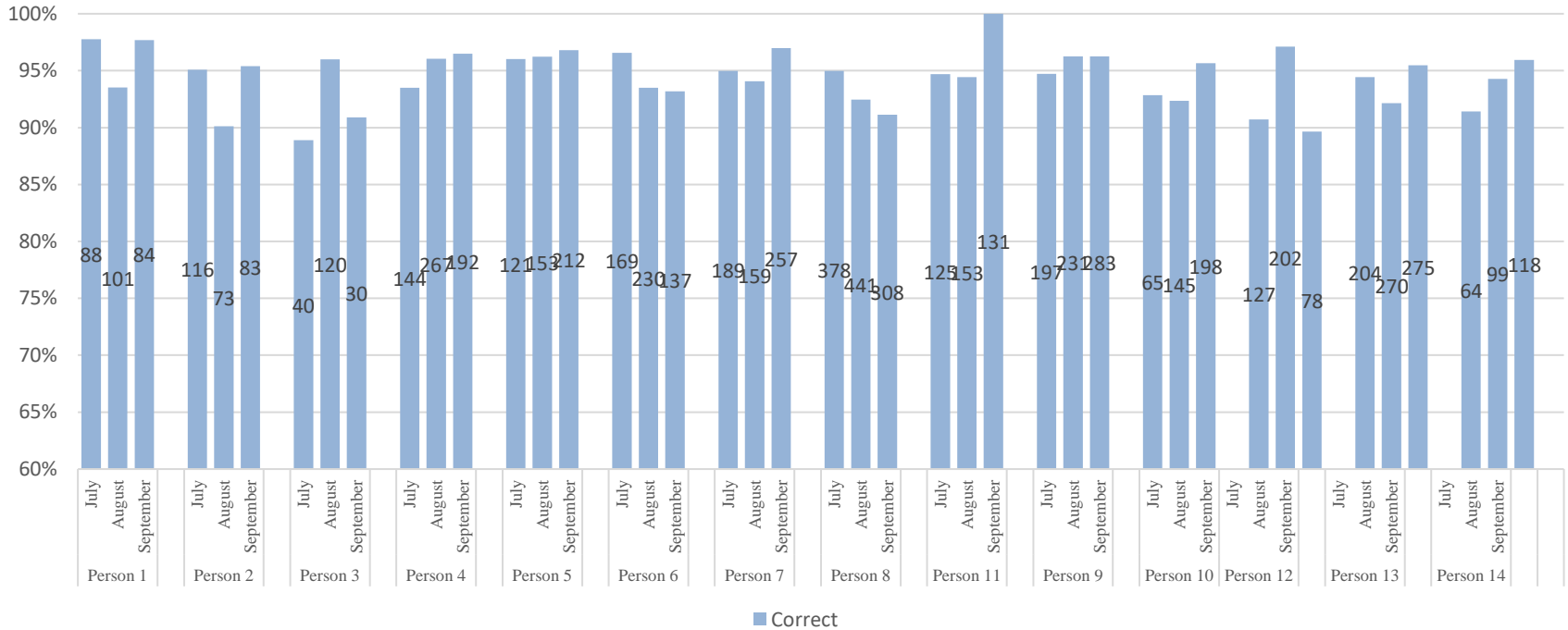


Utilize the Data

Employee	Office	Added	Total QC'd	Not QC'd	Events QC'd	Correct	Low	High	Urgent	Raw Errors	Weighted Errors	Avg. Error Severity	Unweighted Accuracy	Weighted Accuracy
Person 1	Office1	154	90	64	58.44%	88	1	1		2	3	1.50	97.78%	98.89%
Person 2	Office2	153	122	31	79.74%	116	2	4		6	10	1.67	95.08%	97.27%
Person 3	Office4	83	45	38	54.22%	40	3	2		5	7	1.40	88.89%	94.81%
Person 4	Office2	273	154	119	56.41%	144	6	4		10	14	1.40	93.51%	96.97%
Person 5	Office1	242	126	116	52.07%	121	1	4		5	9	1.80	96.03%	97.62%
Person 6	Office3	286	175	111	61.19%	169	2	4		6	10	1.67	96.57%	98.10%
Person 7	Office3	325	199	126	61.23%	189	3	7		10	17	1.70	94.97%	97.15%
Person 8	Office2	888	398	490	44.82%	378	13	7		20	27	1.35	94.97%	97.74%
Person 11	Office2	215	132	83	61.40%	125	2	5		7	12	1.71	94.70%	96.97%
Person 9	Office2	360	208	152	57.78%	197	6	5		11	16	1.45	94.71%	97.44%
Person 10	Office2	192	70	122	36.46%	65	4	1		5	6	1.20	92.86%	97.14%
Person 12	Office1	240	140	100	58.33%	127	5	8		13	21	1.62	90.71%	95.00%
Person 13	Office4	381	216	165	56.69%	204	4	8		12	20	1.67	94.44%	96.91%
Person 14	Office4	120	70	50	58.33%	64	2	4		6	10	1.67	91.43%	95.24%

Note Trends

Accuracy Percentage - September 2022



How would you feel if your
docketing was being
“watched”?



Getting Firm Buy-In



Sell it to your Team

- Safety Net, not a Noose
- Improve individual performance
- Teachable Moments, not Punishment
- CYA



Teachable Moments

When I was reviewing the attached document, I noticed that you had some three pairs of duplicative dates, highlighted in the below screenshot:

5/16/2016	11CV 268	Last court day to move for extension of time to file notice of appeal (except when United States or an ag
5/27/2016	11CV 268	Daubert motions to be filed by today (Per Notice of 3/30/16)
5/27/2016	11CV 268	Any motions objecting to expert witness testimony must be filed by (per Order of 3/31/16) Doc N
6/10/2016	11CV 268	Responses due to Daubert Motions (per Notice of 3/30/16)
6/10/2016	11CV 268	Response briefs are due to any motions objecting to expert witness testimony (Per Order of 3/31
6/16/2016	11CV 268	Last court day to move for extension of time to file notice of appeal when United States or an ag
6/17/2016	11CV 268	Replies due to responses to Daubert Motions (Per Notice of 3/30/16)
6/17/2016	11CV 268	Response briefs due to replies to any motions objecting to expert witness testimony (Per Order o
6/17/2016	11CV 268	Copies of all exhibits must be provided to opposing counsel (but not filed with the Court) (Per O

For future reference, a *Daubert* motion is motion objecting to expert witness testimony; therefore, although the judge referred to items with different language in two separate orders, the scheduling order is just memorializing the dates that were in the 3/30/2016 notice. If you have any questions, please let me know.

Where is your Docket
Department in Org Chart?



Getting Firm Buy-In



Find Allies in your Law Firm

- Office of General Counsel
- Litigation Chairs/Committee
- Risk Management
- Litigation Support
- Associates Committee



Questions?

Thank you!