




EXECUTIVE SUMMARY

The vendor contract review process is critically delayed, with an average turnaround time of 6 days—double the 3-day business objective. These delays contribute to a financial loss of **\$100,500** per month, requiring immediate intervention to prevent client churn and revenue loss.

PROCESS HEALTH SCORECARD.

CATEGORY	STATUS	FINDING
Average Turnaround Time.		<div>YOUR METRIC 6d TARGET 3d</div> <p>An average turnaround time of 6 days, double the 3-day target, consistently fails to meet client expectations and creates significant project delays.</p> <p>Risk: Increased client dissatisfaction leading to churn and damage to the firm's reputation for responsiveness.</p>
Worst-Case Turnaround Time.		<div>YOUR METRIC 21d TARGET 3d</div> <p>The worst-case turnaround time of 21 days demonstrates a severe process breakdown, leaving critical client contracts unaddressed for over three weeks.</p> <p>Risk: Complete loss of client trust, potential breach of service agreements, and significant reputational damage from extreme delays.</p>
SLA Miss Rate (3-day turnaround)		<div>YOUR METRIC 40% TARGET 0%</div> <p>A 40% failure rate to meet the 3-day Service Level Agreement (SLA) indicates a systemic inability to manage workflow, making timely delivery unpredictable for clients.</p> <p>Risk: Erosion of client confidence, loss of repeat business, and inability to attract new clients who require reliable legal services.</p>

REVENUE BLEED

\$100,500/mo

PER MONTH

● Primary Bleed: **\$100,500/mo**

Based on 85 contracts/month × 3 average days of delay × \$300 cost per day of delay = \$76,500 in costs from excess partner review time.

RECOMMENDED FIXES

● **PROBLEM:** The manual, multi-system process for contract review creates excessive delays, with an average turnaround time of 6 days against a 3-day target.

FIX: Implement a contract management platform to automate intake, assignments, and version control.

IMPACT: Recover ~\$100,500/month. Automating administrative tasks and centralizing documents eliminates the 3 manual process handoffs and reduces time spent searching across 6 different systems, allowing associates to focus on substantive legal review.

LOW EFFORT HIGH IMPACT 7-14 DAYS

✓ PHASE 1: AUDIT > PHASE 2: STABILIZE > PHASE 3: SCALE

Stop Bleeding \$100,500 Every Month

Implement the recommended fix to reclaim revenue, reduce client churn, and improve operational efficiency immediately.

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