



## Quiz

### Costs, Billing and Profitability

1. What method does Rob Knowsley suggest a law firm can use to identify issues regarding profitability?
  - a. Compare average profits annually
  - b. Take a survey of the employees in the office
  - c. Hire a professional consultant to analyse the business and set out a plan to fix gaps and increase productivity
  - d. a. and b.
2. What is a potential cause of low profits in a legal practice?
  - a. Inadequate management
  - b. Improper distribution of work
  - c. Employees are not working productively
  - d. All of the above
3. Why might lawyers not work productively?
  - a. They are not allocated enough work
  - b. They are not monitored adequately
  - c. Managers are not clear about their expectations
  - d. All of the above

4. What approach does Rob Knowsley recommend can be used by a law firm to increase profitability?
  - a. Adjust the pricing of legal services
  - b. Ensure employees have enough work to do
  - c. a. and b.
  - d. Fire employees
  
5. Around how many working days does Rob Knowsley suggest are in the year for the average law firm?
  - a. 231
  - b. 365
  - c. 300
  - d. 150

Answers:

1. c 2. d 3. d 4. c 5. a