

Implementation Checklist

Ready to improve your organization's operating capability? Use our Checklist to get started. Evaluating your organization against the Four Pillars of a High-Performing Arbitration Organization, you can assess your current state, identify your gaps, and prioritize the changes that will reduce friction and improve service reliability the quickest.

1. Digital Enablement and Secure Infrastructure



- ☐ Eliminate email attachments for case documents
- ☐ Manage all filings and submissions through a controlled portal
- ☐ Set role-based access permissions at case launch for counsel, neutrals, and case managers
- ☐ Build a case launch checklist with parties, service list, access permissions, and notification settings confirmed before go-live
- ☐ Standardize dissemination protocols, with simultaneous delivery to all parties, logged with audit trail and no manual routing
- ☐ Create a closeout workflow, including step-by-step record assembly, award delivery, retention period, and destruction sign-off

2. Elevated Client Experience



- ☐ Define and share client-facing service commitments, e.g., time-to-visibility and response windows
- ☐ Assign a service owner — one person accountable for service standards, escalation, and client experience
- ☐ Create a case kickoff communication template with access, contacts, and next steps, every time
- ☐ Set response time standards for case managers, by urgency tier, for replies to neutrals and counsel
- ☐ Build a neutral ease-of-use standard with one docket, one login, no email chains for scheduling
- ☐ Document an escalation path — who a neutral or party contacts when something goes wrong, and by when it is resolved

3. Efficiency-Driven Cost Savings and Growth



- ☐ Count document touches per case to track how many times staff manually handle, route, or resend a document, then reduce it
- ☐ Define clear case management roles for every matter, with clear accountability from intake through closeout
- ☐ Establish a primary point of contact for each matter, so counsel and neutrals should never wonder who to call
- ☐ Set time-to-visibility targets from filing to all-party access; define it, measure it, and report it
- ☐ Track average time spent per case; if it is not declining over time, friction has not been solved
- ☐ Conduct a quarterly operations review, with cycle times, rework incidents, and neutral feedback reviewed on a regular cadence

4. Operational Readiness Across ADR Matters



- ☐ Document a standard case lifecycle from intake through closeout, where every stage has an owner, a checklist, and a completion signal
- ☐ Clarify neutral coordination responsibility for scheduling, docket updates, and access, and make sure that is communicated at case launch
- ☐ Create a closeout and data governance protocol, including award delivery, record retention period, and destruction sign-off
- ☐ Define your access control policy for who can see what at each case stage, with permissions set at launch
- ☐ In quarterly operations reviews, identify how to transfer high performance across matter types
- ☐ Track three operating metrics: resources required to launch, neutral time reclaimed, and time to all-party visibility