

What is a critical success factor (CSF)

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Services for Lawyers

Presenters

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Sarah has a BSc (Hons) in Applied Accounting and is a Fellow member of the Association of Chartered and Certified Accountants. Her career spans over 35 years working within the legal sector, fulfilling roles from COFA through to CEO. During her career she has worked with a number of legal regulators, professional bodies and government organisations. Sarah has been a member of the Institute of Legal Finance & Management throughout her career, qualifying as a Fellow member in 2005. Sarah also served as chairperson between 2010-2012 and continues to serve as an Executive Council Member. To view Sarah's full bio, please visit: <https://dglegal.co.uk/the-team/sarah-charlton/>

Today's Session



WHAT IS A CSF



HOW TO IDENTIFY A CSF



CAPTURING CSF WITHIN
YOUR RISK PROCESS

What is a
critical success
factor?

“Something you must accomplish in
order to fulfil the goal”



Scenario

“I want to play professional footballer for Man United”

- I need to be a fan of Man United.
- I need to donate a lot of time to train.
- I need to be an exceptional player.
- I need to be spotted.





Why is it important to identify a CSF?

How to identify a CSF

Plan

Analysis

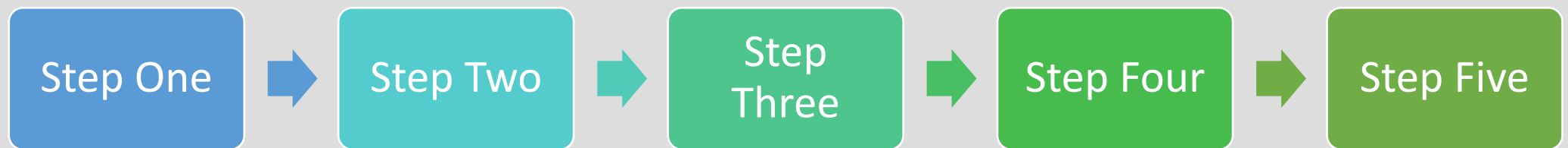
Discuss

Accept



Step One (Planning)

- Where possible break the goal down into stages.



Step Two - Analysing

Collect the data relevant to each step for analysing



Step Three

Discuss

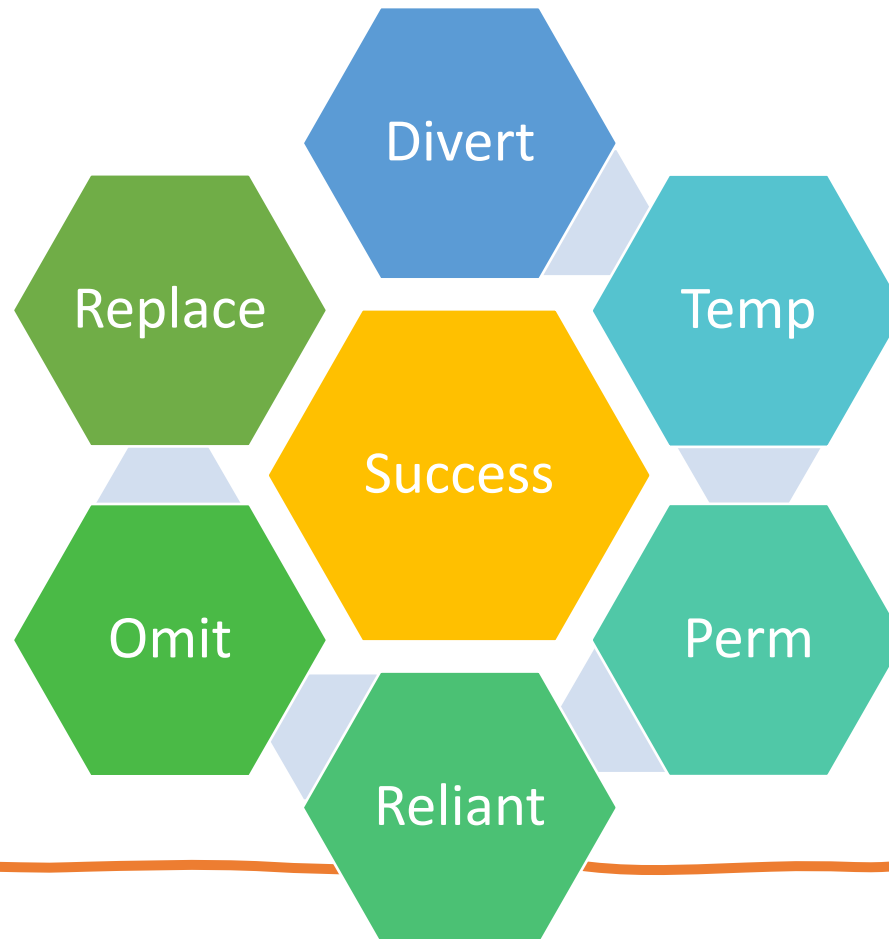


OUTSIDE
your control



Within
your
control

Step Four - Accepting



Scenario – what are the key CSF's?

I have been a keen amateur photographer for over 10 years. I have been made redundant which has in turn provided me with a once in a lifetime opportunity to turn this hobby into a profitable business for myself.

Can you name five goals that will be critical to my success?

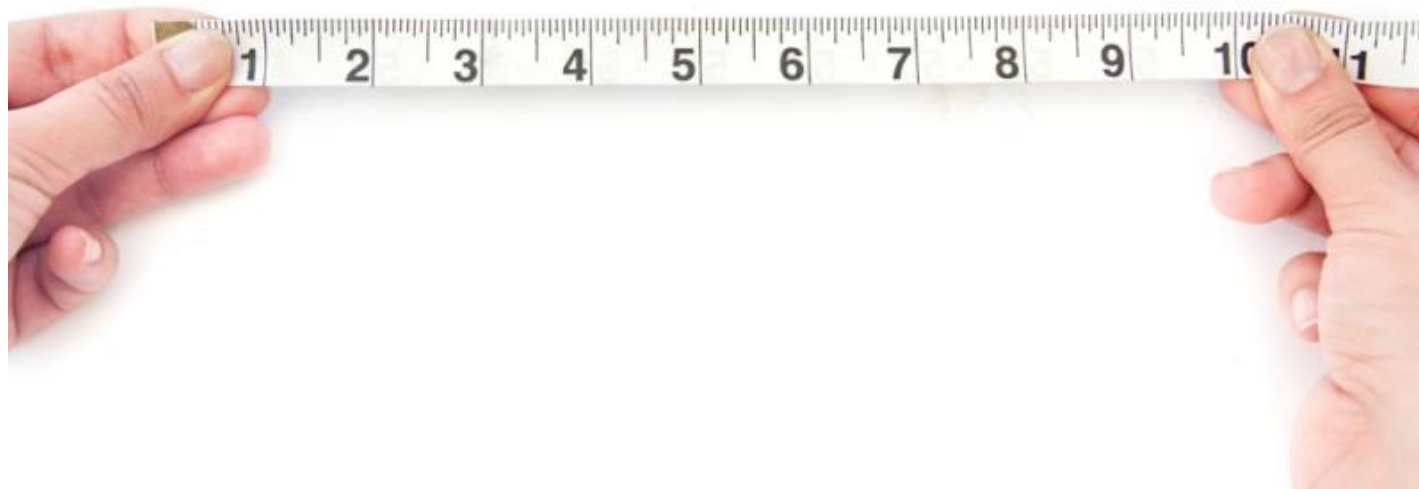


Measuring

- Key Performance Indicators (KPI)
- Specialist software.
- Accurate, complete and clear

Evaluating
the overall
risk

RISK







Contact Details



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