

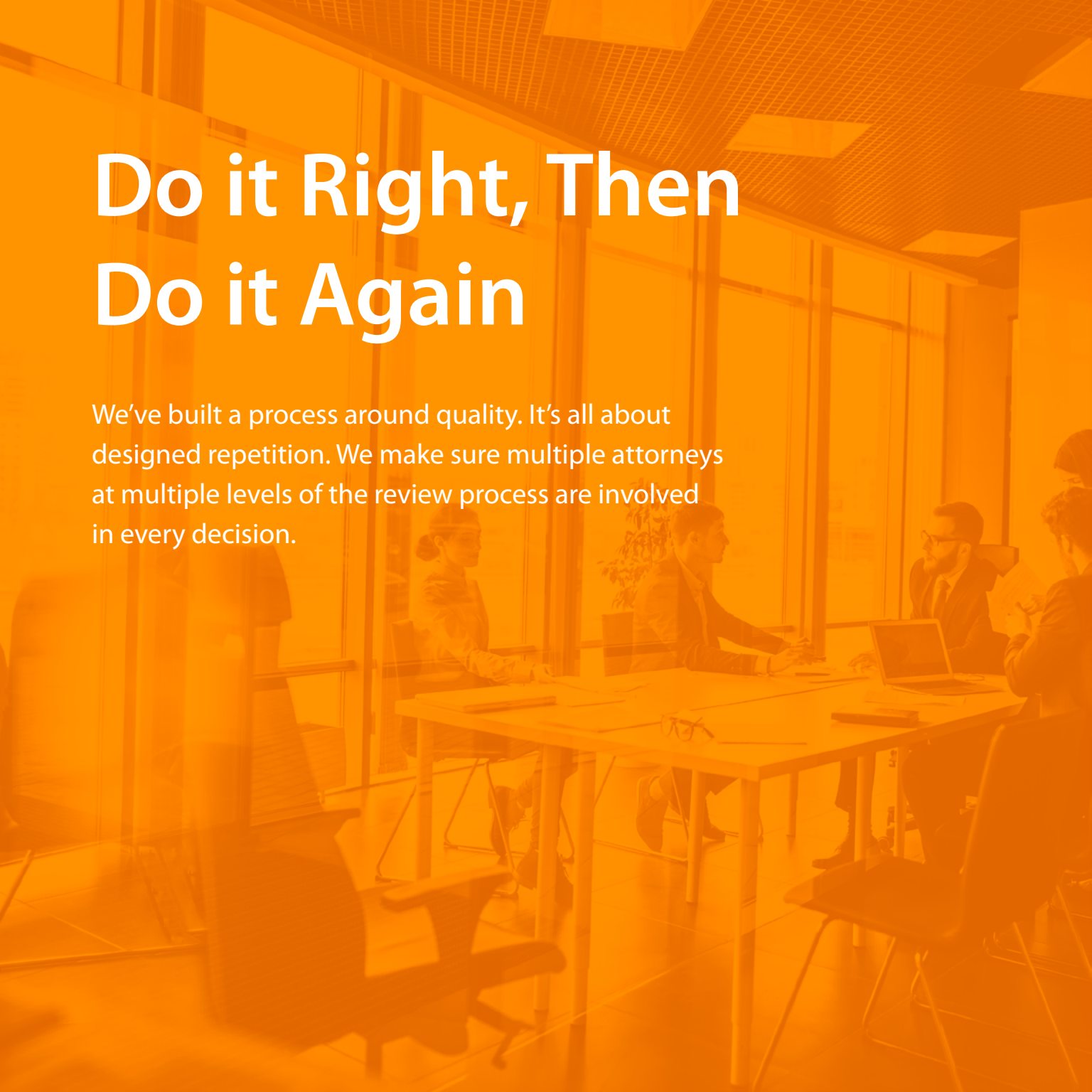


# Quality Control

The process behind our  
dedication to getting it right

# Do it Right, Then Do it Again

We've built a process around quality. It's all about designed repetition. We make sure multiple attorneys at multiple levels of the review process are involved in every decision.





### **QC Attorney**

Before checking the work of other attorneys, each QC attorney completes at least one full batch of documents on their own. This ensures their familiarity with all the nuances of the particular data set & relevance.



### **eDiscovery Manager**

QC attorneys report to the eDiscovery Manager & team leader. They directly manage the review, perform QC, liaison with outside counsel, and serve as our “eyes and ears” on the project.



### **Sr. eDiscovery Consultant**

eDiscovery Managers report to a Sr. Consultant, an experienced attorney and review manager who prepares work-flows, protocols, cost forecasts, and provides solutions architecture and additional oversight.



# 1/4

There is one QC Attorney for every four Review Attorneys. This ensures redundant checks on each document.



The modular nature of our work-flows allows the team to scale up or down to meet changing project needs.

# 3-5%

Due to our robust QC process, only a small portion of responsive documents need to be sampled in counsel's secondary review.

# Trust the Process

Our typical QC process (subject to stakeholder approval) resembles the below. There are multiple, 100% re-review steps for each responsive, tagged, or privileged document.

Document Stage	Coded Responsive	Coded Non-Responsive	Coded Potentially Privileged	Other Production Codes
1st Review Batch	100% Re-Review	100% Re-Review	100% Re-Review	100% Re-Review
2nd Review Batch	100% Re-Review	100% Re-Review	100% Re-Review	100% Re-Review
3rd+ Review	100% Re-Review	15% Re-Review	100% Re-Review	100% Re-Review
Across Corpus	Targeted Key Terms	Targeted Key Terms	Targeted Privilege	N/A
Production Set	Sampling if requested by client			



Once is not enough. We make sure our work is checked and double checked, not only by the attorneys, but also dedicated QC team on hand.



By breaking down each document type into it's own workflow, we can get more targeted in our approach to tagging responsiveness.



# A History of Success

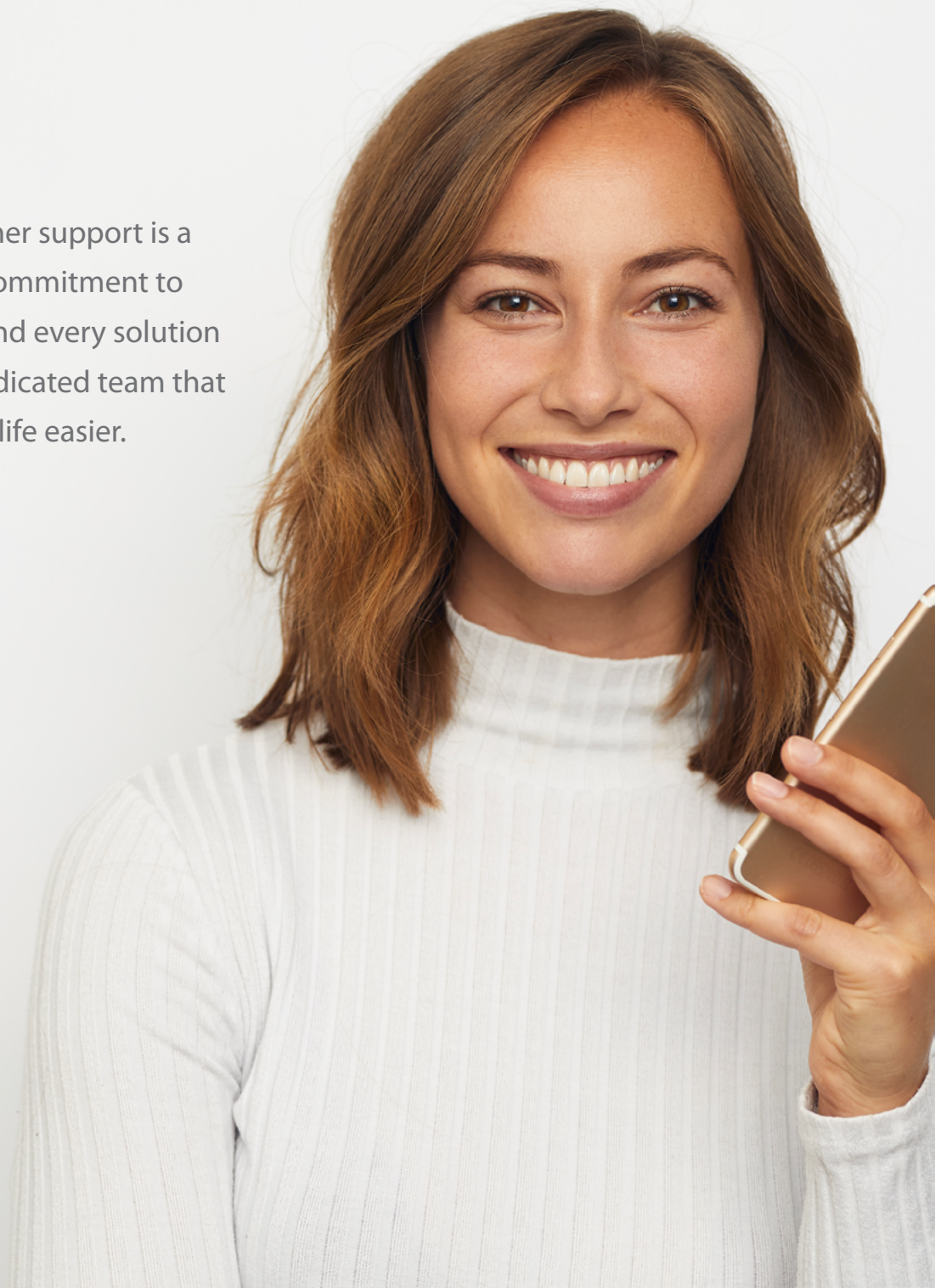
**Skills, Not Resume.** Over the years we have developed a highly refined recruiting process. We place a premium on experience and proven review performance vs. past resume accomplishments. When we find a high performing attorney, they stay part of our team for the long term. We value people and our approach provides results.

# Get Specific

To improve efficiencies, we get granular. Each workflow is monitored separately as are the work products of each attorney. We have found that this approach pays significant dividends in productivity and accuracy, particularly when one is reviewing highly sensitive documents with personally identifiable information.

Task	Items in Work-flow	Items Completed	Items Remaining	% Complete
Initial Review (IR)				
IR Quality Control (QC)				
Confidentiality Redactions				
QC Confidentiality Redactions				
PII Redactions				
QC PII Redactions				
SAR Redactions				
QC SAR Redactions				
BE Redactions				
QC BE Redactions				

**Priority One.** Customer support is a cornerstone of our commitment to you. Every division and every solution is supported by a dedicated team that is here to make your life easier.





[www.trustpoint.one](http://www.trustpoint.one)