

OCHDL EARNS RECERTIFICATION IN MERITAS

O'Neil, Cannon, Hollman, DeJong and Laing S.C. has been awarded recertification in Meritas, a global alliance of independent business law firms. O'Neil, Cannon, Hollman, DeJong and Laing S.C. joined Meritas in 2012 and, as a condition of its membership, is required to successfully complete recertification every three years.

Meritas is the only law firm alliance with an established and comprehensive means of monitoring the quality of its member firms—a process that saves clients time validating law firm credentials and experience. Meritas membership is selective and by invitation only. Firms are regularly assessed and recertified for the breadth of their practice expertise and client satisfaction. The organization's extensive due diligence process ensures that only firms meeting the tenets of Meritas' unique Quality Assurance Program are allowed to maintain membership. Firm performance and quality feedback are reflected in a Satisfaction Index score, which is made available online.

"We greatly appreciate the many benefits of being a member of the Meritas network and look forward to continuing our relationship with Meritas for years to come," said Pete Faust, a member of the Board of Directors at O'Neil, Cannon, Hollman, DeJong and Laing S.C. "Meritas' Quality Assurance Program is not just valuable for our clients seeking legal expertise around the world; it also provides us with a framework to consistently monitor and enhance the quality of our services."

The recertification process includes exacting self-assessment, peer review by other law firms and client feedback. It examines such factors as timeliness and quality of a firm's client service, professional conduct and adherence to Meritas policies including acknowledgment of Meritas firm or client correspondence within 24 hours.

"Businesses trust the Meritas alliance of law firms for top-tier quality, convenience, consistency and value," said Tanna Moore, president and CEO of Meritas. "O'Neil, Cannon, Hollman, DeJong and Laing S.C. has demonstrated its commitment to world-class client service, and therefore has successfully earned its recertification in Meritas."