

## **L2012-11: Factors that Influence Adoption of ISO 9001; 2008 Quality Management Standards in Legal Practices**

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### **Abstract**

Many Organizations invest considerable amount of time and resources in obtaining certification to the ISO 9001; 2008 standard. Although ISO 9001 has many benefits legal practices in Kenya have yet to adopt it. This research through three case studies examined the factors that influence the adoption of ISO 9001; 2008 management standard. The data collection methods included interviews using semi-structured questionnaires. The findings from the research reveal that external benefits are deemed more important in for the adoption of ISO 9001 than internal benefits. This benefit is associated with the prestige of obtaining the ISO certification. This gives the legal practice publicity and enhances its branding. Commitment by the Partners was identified as a critical factor influencing the adoption. The choice of three legal practices limits the applicability of the findings to other legal practices in Kenya.

**Key words;** *ISO 9001; 2008 standard, Quality Management, Legal Practices, Critical Success*