

QSH – Celebrating Eight Years of Quality Assurance within GLA

Supporting GLA Through the Leadership of Kekeletso's Expertise

Ensuring consistent quality in legal service delivery is no small task—particularly in firms that manage high volumes of documentation, client interactions, and compliance-sensitive processes. This is where Quality Specialists Hub (QSH) has made a noticeable impact through their work with GLA (GL Attorneys).

With a combined experience of over two decades, QSH has been instrumental in the creation of processes and software specific to the industry: from helping with the establishment of document control protocols to strengthening audit trails as well as client-file consistency. This has been vital in supporting GLA's internal management systems.

QSH's quality-driven approach has also helped teams better understand and meet regulatory expectations without compromising operational efficiency. While QSH does not have any formal or advertised affiliation with GL Attorneys, this kind of collaboration exemplifies the value of third-party experts working alongside legal professionals to foster sustainable service standards.

Our work is a testament to how external quality advisors can bring both objectivity and discipline to legal environments—ensuring that what happens behind the scenes is just as robust as the legal representation clients receive.

There's more! Not only have we been providing QA services to GLA, but we also worked with them in providing skills for the youth. QSH and GLA have completed various SETA accredited learnerships over five years, with over forty learners absorbed into permanent employment engagements.