

Dilemma 4: Rounding Up Hours

You work in a law firm and the partner supervising you gives you some files to get ready for 'costing'. She asks you to total the number of hours you have spent on each file. She asks you to 'round up' your hours to the next hundred in each file, saying that, on average, clients are happy because the main thing they demand is quality work. You know that these clients are more or less satisfied with the firm and are unlikely to query the bills. You are uncomfortable with rounding up the hours billed to the clients and, feeling that your supervisor is not about to debate the issue with you, share your concerns with another Partner. He gives you a clear indication that he does not want to be troubled with this matter, but says 'if you feel strongly about this, put your concerns in writing to me'.

