



Heather Ritchie is the firm's Chief Knowledge and Business Development Officer. In that capacity, Heather is responsible for the development and implementation of the firm's knowledge management strategy and initiatives, and leading the firm's business development and marketing functions.

Heather works with the lawyers and the knowledge management and business development team to leverage the firm's knowledge and work product and identify process and workflow improvements to generate efficiencies for the firm and its clients.

In addition to her law degree and Masters in Information Studies, Heather has her Yellow Belt in Legal Lean Sigma and Project Management.

Memberships & Affiliations

Ontario Bar Association – Member (Labour & Employment Section)

International Legal Technology Association – Member (Practice Management Content Team)

Select Publications & Presentations

[Episode 27: Heather Ritchie on Marketing, BD, KM, and Library Collaboration](#), *Three Geeks and a Law Blog Podcast* (February 14, 2019)

[12 Ways Marketing & Business Development Can Leverage Library & Knowledge Management Team](#), *ILTA KM Blog* (February 5, 2019)

[Cracking the Code: Tips for Implementing Task Codes – Facing the Challenges \(Part III\)](#), *ILTA Blog* (November 7, 2018)

[Cracking the Code: Tips for Implementing Task Codes – Choosing Your Approach \(Part II\)](#), *ILTA Blog* (October 30, 2018)

[Cracking the Code: Tips for Implementing Task Codes – Types of Codes \(Part I\)](#), *ILTA Blog* (October 23, 2018)

“A Recipe for Success: Cooking up KM from Scratch” *ILTA KM Whitepaper* (July 2015)

Education

University of Toronto, MSt.

Osgoode Hall Law School, LL.B.

University of Manitoba, B.A. (Hons.)