



Project funded by the
European Union

EUROMED JUSTICE III PROJECT



COMPONENT I ACCESS TO JUSTICE AND LEGAL AID

TS 1.3

Third Training Seminar

AGENDA

**“Introduction of Quality Management in the Judiciary:
Self-Assessment Instruments”**

Rome (IT), 25-27 February 2014



Project funded
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Monday 24 February 2014

19.30 – 21.00 Dinner for the representatives of the ENPI South partner countries.

Tuesday 25 February 2014

09.00 – 09.15 **Registration of participants**

09.15 – 09.30 **Welcome speeches**

Representative of the Italian Ministry of Justice (*to be confirmed*)

09.30 – 09.45 **Presentation of the EuroMed Justice III Project. Main topics suggested for discussion, the working programme and the methodology that will be applied during the seminar.**

Andrés SALCEDO VELASCO, Team Leader of the EuroMed Justice III Project, Barcelona (ES).

José María FERNÁNDEZ VILLALOBOS, Course Manager of the EuroMed Justice III Project, Barcelona (ES).

09.45 – 11.15 **Presentation of the work developed during the 1st phase of the project related to Justice and the use of new technologies. (I)**

Bernard MENUJ, Main Short-Term Expert, Author of the research report on “Procedural simplification in the ENPI South partner countries”.

Debate

11.15 – 11.45 Coffee break

11.45 – 13.00 **Presentation of the work developed during the 1st phase of the project related to Justice and the use of new technologies. (II)**

Bernard MENUET

13.00 – 14.00 Lunch

14.00 – 16.30 **Tour de table. Self-Presentation of the participants and presentation of the situation in the ENPI South Partners as regards: Quality of justice and quality management of courts. (I)**

*Each delegation will have **some 12-15 minutes** to present itself and the current situation about the topics covered by this seminar in its own country.*

End of the day

Wednesday 26 February 2014

09.30 – 11.00 **What is TQM and why introduce it in the judiciary? Assessment approaches and methodologies: CEPEJ instrument, CAF, EFQM, LEAN.**

Nick THUIS, Expert on Quality Management, Organisational Development, Satisfaction Management, Change Management in Public Sector Organisations, European Institute of Public Administration (EIPA), Maastricht (NL).

Debate

11.00 – 11.30 Break

11.30 – 13.00 **Working with CAF**

Workshop

Nick THUIS

Debate

13.00 – 14.30 Lunch

14.30 – 17.00 **The quality of judicial decisions. Possible assessment and professional consequences.**

François PAYCHÈRE, Magistrate, Council of Europe Expert (Chairman of the Working Group on Quality of Justice), Geneva.

End of the day

Thursday 27 February 2014

09.30 – 11.00 **Measuring courts' performance: How to use the results of (self) assessments to improve quality and effectiveness? : The Italian experience.**

Fabio BARTOLOMEO, General Director of Statistics, Italian Ministry of Justice.

Debate

11.00 – 11.30 Coffee break

11.30 – 13.00 **Tour de table. Self-Presentation of the participants and presentation of the situation in the ENPI South Partners as regards: Quality of justice and quality management of courts. (II)**

*Each delegation will have **some 12-15 minutes** to present itself and the current situation about the topics covered by this seminar in its own country.*

13.00 – 14.30 Lunch

14.30 – 15.30 **Improving quality of justice**

Workshop

Debate

15.30 – 16.00 **Plenary session, debate, conclusions.**

Closure of the seminar

José María FERNÁNDEZ VILLALOBOS

Andrés SALCEDO VELASCO

End of the training seminar

GENERAL INTRODUCTION

The project

The EuroMed Justice III project funded by the EU with a budget of € 5 million over the period 2011-2014, follows the success of EuroMed Justice I and II such as the development of a Euro-Mediterranean area of cooperation in the field of justice by supporting the development of the partners' capacity and backing the modernisation of justice, including an improved access to justice.

This project is being implemented by a consortium led by the European Institute of Public Administration (EIPA) and composed of FIIAPP (*Fundación Internacional y para Iberoamérica de Administración y Políticas Públicas*), IRZ (*Deutsche Stiftung für Internationale Rechtliche Zusammenarbeit*) and SOFRECO (*Société Française de Réalisation d'Etudes et de Conseil*). EIPA Barcelona is the Programme Management Unit for the EuroMed Justice III Project.

The beneficiaries of this project are the ENPI South countries: the People's Democratic Republic of Algeria, the Arab Republic of Egypt, Israel, the Hashemite Kingdom of Jordan, Lebanon, the Kingdom of Morocco, Palestine, the Syrian Arab Republic (formally part of the project even if there is a partial and temporary suspension of the EuroMed Justice III project in terms of Syrian participation), the Republic of Tunisia and Libya, as new ENPI South Beneficiary Country of the Project.

The EuroMed Justice III project addresses in particular issues related to the themes of Access to justice and legal aid, Resolution of cross-border family conflicts and Criminal and penitentiary law.

The project activities mainly consist in carrying out Working Groups (1st phase) and in organising Training sessions and Study visits covering the 3 components of the project (2nd phase). Research Reports and Handbooks were produced during the 1st phase and Training materials will be presented during the second phase of the project.

The training seminar

This seminar takes place under the first main component of the project "Access to Justice and Legal Aid".

Most experts consider that training is the core issue in any process of change affecting well functioning institutions and good governance. A complete training, balanced and plural, is a prerequisite if the Justice Administration system wants to be respected and worthy of respect. For this reason, this second phase of the EUROMED JUSTICE III Project will play a relevant role through the training activities in order to contribute to the strengthening of the Euro-Mediterranean justice area.

The title of this third seminar is "Introduction of Quality Management in the Judiciary: Self- Assessment Instruments".

In particular, this session is focused on how to take advantage of self-assessment instruments in order to improve quality management in the judiciary and, consequently, efficiency of justice so as to guarantee an effective access to justice for citizens. In this respect, the different subtopics will enable us to carry out an in-depth analysis of several relevant aspects which are directly linked to the essential role that self-assessment instruments can play nowadays in improving quality management in the Judiciary.

We are going to share the international experts' opinion and the participants' approach on these topics from their own perspective, experience and respective competences. Through an in-depth and detailed discussion, we will know the current situation related to the topics under discussion.

Thanks to this seminar, we will get to know the different features prevailing in the region and we will learn from each other through the different experiences and viewpoints of the participants.

The working method

Participants should be aware that they are the main players in the training seminar as they will be able to share their respective experience and views related to the topics under review.

We expect the experts participating in this seminar to have an in-depth knowledge of the topics under discussion and to be able to provide us with a detailed vision of the current situation in their respective countries. We also expect them to have previously prepared themselves for the discussion in order to achieve the most fruitful results.

In this context and to ensure a good preparation, the Project Team will provide the participants, at least two weeks before the date of the seminar, with the agenda, the documents and a list of the relevant documents on the topics addressed. These documents will also be made available on the EuroMed Justice III project website for the participants to download them.

Moreover we would like to stress that the methodology of the training sessions does not rely on a traditional methodology based on *ex cathedra* classes; rather, the idea is to put a strong emphasis on interactive presentations and practical approach allowing for a transfer of knowledge and experience.

We should not forget that although it is the expert who will determine the framework of the presentation, the objective of the training seminars is not just a transfer of knowledge, but rather to give the participants the possibility to share their experience and viewpoints on the issues being addressed. This methodology will then enable them to take advantage from the experience of the other colleagues and, in our opinion, the working atmosphere should facilitate relationships between the participants. In this respect and in order to trigger the debate, practical cases or workshops will be introduced in the different training seminars depending on the topics being discussed.

The quality of the various sessions will be assessed by means of evaluation forms distributed to the participants at the end of the seminar. After each training seminar, its results will be evaluated by the participants, including the subjective perception that they have both about the contents and the trainers. It is very important from the very beginning to know the opinion of the participants because we are aware that although we are doing our best to guarantee the quality of each activity, the participants' viewpoints will help us to perceive some details that can possibly be improved for the next sessions.

Experts

Four (4) experts from each ENPI South partner country are expected to attend each training seminar.

Target group

Judges, lawyers and prosecutors, officials from the ministries of Justice, High Council of the Judiciaries and court administration authorities, registrars, clerks and other auxiliary staff of courts, trainers from judicial/prosecutorial/Lawyers training institutions and representatives from non-governmental actors dealing with the issues covered by the seminars.

More particularly, for this seminar it would be advisable that the participants, in so far as possible, have expertise/competence or experience on how to improve quality of justice, quality management in the judiciary, data collection and self-assessment methodologies.

The experts should have the appropriate profile, a comprehensive knowledge and vision, and a sound experience in this field. They should also be willing to make an effective contribution to the training seminar.

Bearing in mind that a "Tour de table" is scheduled on the first day of the seminar, a short presentation prepared ahead of the seminar by each delegation will be required.

The quality of the experts proposed is the main guarantee that our joint efforts during the seminars will result in a good analysis and diagnosis of the situation in the fields addressed, and in an exchange of useful, reliable and accurate information.

Documentation

A list of the basic documentation will be provided by the Project Team at least two weeks ahead of the seminar:

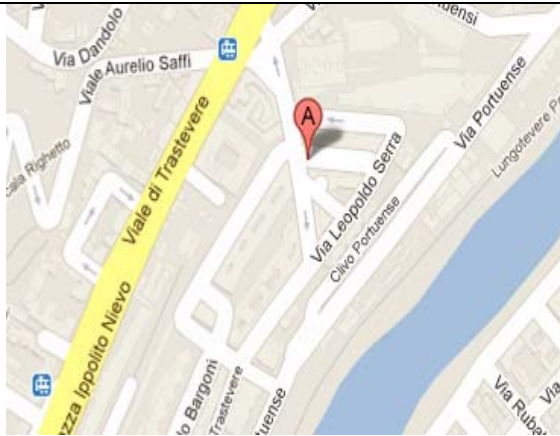
- Relevant international documentation on the topic produced by the European Union, the Council of Europe, the United Nations, etc.
- Other documents, possibly those provided by the participants of the ENPI South partner countries.
- Working documents
- Reading documents.

These documents will be sent to the participants ahead of the meeting together with the list of basic documentation; they will also be handed over to the participants at the training seminar.

Working languages

English, French and Arabic, with simultaneous interpretation during the whole seminar.

Venue and accommodation



The meeting will take place at the:

Ripa Hotel

Via degli Orti di Trastevere,3

00153 Rome

Tel: + 39 06-58611

Fax: +39 06-5814550