



*Centre européen de la Magistrature et des professions juridiques*  
*European Centre for Judges and Lawyers*

## **CAF Training Event for Courts**

# **CAF AND JUSTICE “QUALITY DEVELOPMENT IN THE FIELD OF JUSTICE”**

Luxembourg, 16 & 17 April 2007

Seminar Venue:  
European Commission, Jean Monnet Building – Room M5

Organised by the

European Institute of Public Administration (EIPA) –  
CAF Resource Centre (CAF RC) /

O.L. Vrouweplein 22  
P.O. Box 1229  
NL-6201 BE MAASTRICHT

&

European Institute of Public Administration (EIPA) –  
European Centre for Judges and Lawyers /

Circuit de la Foire Internationale 2  
L-1347 LUXEMBOURG

[www.eipa.eu](http://www.eipa.eu)

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&  
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### **PROGRAMME**

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Seminar organised by the EIPA CAF Resource Centre (CAF RC) in cooperation with the antenna of EIPA in Luxembourg

The entire public sector is in need of reform and modernisation, which can also be seen from the use of new jargon such as “citizen and user orientation”, “efficiency and effectiveness”, “transparency”, “quality care”, “benchmarking”, “result orientation” and “accountability”.

The judiciary as well as judicial authorities also need to update their management and policies. The key question in this respect is: how can the basic requirements of a legal system, such as equal justice and the independence and autonomy of the courts in administering justice, be combined with effectiveness, efficiency and quality? Can quality models such as the EFQM and CAF be used in this context or does the specific nature of justice demand a special approach?

At the seminar, management reforms in the field of justice in Europe will be presented by practitioners and academics and addressed in more depth in workshops.

#### **Objective of the seminar**

The objective of this seminar is twofold: firstly, to explore reforms in the management of justice and the possibility to introduce quality management principles and tools such as CAF. Secondly, to inspire the participants with concrete initiatives that could be implemented in their courts/judiciary authorities and to inform them of the support they can get from EIPA’s CAF Resource Centre.

### **Profile of the participants**

Presidents of courts and judges, registrars and administrators at EU and national Courts, chief prosecutors, officials at Ministries of Justice and law makers/legislators dealing with the organisation and functioning of courts. The seminar may also be of interest to privately practicing lawyers with an interest in the functioning and reform of court systems.

**Methodology:** A mixture of presentations of national approaches, specific case studies, workshops and plenary sessions.

**Working language:** English. Simultaneous interpretation into French will be provided subject to a minimum number of participants requiring translation. Please indicate your language of preference on the registration form.

**Monday 16<sup>th</sup> April 2007**

- |                      |   |
|----------------------|---|
| <b>09.00 – 09.30</b> | <b><u>REGISTRATION</u></b>  |
| <b>09.30 – 10.00</b> | <b>Welcome and introduction to the seminar</b><br><i>Peter I.B. GOLDSCHMIDT</i> , Director and Senior Lecturer, European Centre for Judges and Lawyers, European Institute of Public Administration (EIPA), Antenna Luxembourg<br><i>Patrick STAES</i> , Seconded National Expert, Unit for Public Management and Comparative Public Administration, CAF Resource Centre (CAF RC), European Institute of Public Administration (EIPA), Maastricht |
| <b>10.00 – 10.45</b> | <b>The Common Assessment Framework: A European quality tool for the public sector</b><br>The model, the process of self assessment and the improvement actions<br><i>Patrick STAES</i>  |
| <b>10.45 – 11.30</b> | <b>Quality management in the district of the Regional High Court and Court of Appeal in Hamm (DE)</b><br><i>Karl-Heinz VOLESKY</i> , Judge & <i>Georges STEFFENS</i> , Oberlandsegericht, Hamm (DE)   |
| <b>11.30 – 12.00</b> | Coffee break  |

- 12.00 – 12.45**            **Quality management in the Danish Courts**  
*Gerd SINDING*, Head of Reform and Development, Danish Court Administration, Copenhagen (DK)
- 12.45 – 14.00**            Lunch
- 14.00 – 14.45**            **The development of a Belgian quality instrument for the courts**  
*Roger DEPRÉ*, Doctor in Social Science, Public Management Institute, Katholieke Universiteit Leuven (BE) and *Nick THIJS*, Researcher, Unit for Public Management and Comparative Public Administration, CAF Resource Centre (CAF RC), European Institute of Public Administration (EIPA), Maastricht
- 14.45 – 15.30**            **The first application of the Belgian model: a case study**  
*Benoît BERNARD*, Researcher, Public Management Unit, Solvay Business School, Université Libre de Bruxelles (BE)
- 15.30 – 16.00**            Coffee break
- 16.00 – 16.45**            **What do we mean by quality in justice? Some general principles for the on-going debate on evaluation and quality of justice**  
(Invited)
- 16.45– 18.00**            **Debate between participants and speakers**  
**Chairman:** *Peter I.B. GOLDSCHMIDT*  
The six criteria of good justice developed by the Strasbourg High Court  
When can we speak of good judgments and what indicators can be used?
- 18.00**                      End of the 1<sup>st</sup> day
- 18.15**                      Reception

**Tuesday 17<sup>th</sup> April 2007**

- 09.00 – 09.15** Review of the 1<sup>st</sup> day - Introduction to the 2<sup>nd</sup> day
- 09.15 – 10.15** **The quality approach of the INK model in the Dutch courts: an overview**  
*Herman J.R. FIJN*, Senior Adviser, Prisma Organisatieontwikkeling RO, Amersfoort (NL)
- 10.15 – 11.00** **The quality approach with the INK model in the Dutch courts: a case**  
*Charlotte KEYZER*, Director of Advisers, CEO Prisma Organisatieontwikkeling RO, Amersfoort (NL)
- 11.00 – 11.15** Coffee break
- 11.15 – 13.00** Discussion in different groups: **How to start quality management in the courts? The major challenges**
- 13.00 – 14.00** Lunch
- 14.00 – 15.30** **Plenary session:** Conclusions of the groups discussions  
**Chairmen:** *Peter I.B. GOLDSCHMIDT and Patrick STAES*
- 15.30 – 16.00** Coffee break
- 16.00 – 17.15** **How to involve all partners in the chain of justice in establishing an integrated quality approach?**  
*Diane REYNDERS*, General Adviser, Criminal Policy Service, Belgian Ministry of Justice, Brussels (BE)  
*Jacques PHILIPPAERTS*, Belgian Federal Police, Office of the General Commissioner, Department Relations with the Local Police, Program QUALIPOL & Community Policing, Brussels (BE)
- 17.15** Conclusions of the seminar  
*Peter I.B. GOLDSCHMIDT and Patrick STAES*

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## GENERAL INFORMATION

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### *Hotel reservations*

The European Institute of Public Administration has made a block booking at 5 hotels:

- **Hotel Novotel\*\*\*\***, Centre européen, Plateau de Kirchberg at the rate of €130 (including breakfast and tourist tax). (Reservation code: 33895-001). The hotel is located outside the city centre, within walking distance to the conference venue.  
(Tel.: 43 77 68 51; Fax: 43 91 95; E-mail: [H1930-RE2@accor.com](mailto:H1930-RE2@accor.com))
- **Hotel Parc Plaza\*\*\*\*** at the rate of €148 (including breakfast and tourist tax)  
(Reservation code: PL36218)
- **Hotel Parc Bellevue\*\*\*** at the rate of €91 (including breakfast and tourist tax) )  
(Reservation code: BV36217)  
5, avenue Marie-Thérèse, city center, 10 minutes from "Centre Aldringen"  
(Tel.: 45 61 41-1; Fax: 45 61 41 222; E-mail: [reservation@hpb.lu](mailto:reservation@hpb.lu); [www.hpb.lu](http://www.hpb.lu))
- **Hotel Français\*\*\***, Place d'Armes, right in the city centre, 2 minutes from "Centre Aldringen", at the rate of €92 (including breakfast and tourist tax) (Reservation code: 8097).  
(Tel.: 47 45 34; Fax: 46 42 74; Email: [hfinfo@pt.lu](mailto:hfinfo@pt.lu); [www.hotelfrancais.lu](http://www.hotelfrancais.lu))
- **Hotel Ponte Vecchio\*\*\*\***, 271, rue de Neudorf, at the rate of €79 (including breakfast and tourist tax). Bus no 21, leaving every 30 minutes, is stopping right in front of the Hotel (Stop Neiduerf-Brasserie) as well as just around the corner of the main entrance of the Jean Monnet Building (Stop Jean Monnet). (Tel.: 42 47 20 -1; Fax: 42 47 20 888; Email: [vecchio@pt.lu](mailto:vecchio@pt.lu); [www.vecchio.lu](http://www.vecchio.lu))

Luxembourg City has two main bus stations, one in the city centre called "Centre Aldringen" and one next to the railway station called "Air Terminus". All buses, wherever they go, are passing through these two stations. Bus no 18, with departure every ten minutes, is going direction Kirchberg, stopping right in front of Hotel Novotel, which is at walking distance to all European Institutions.

Should you wish to make use of this possibility, please phone or fax the reservation department of the hotel at one of the above-mentioned numbers and mention the following reference: **EIPA 07/523/01**. Payment is to be made directly and personally to the hotel on checking out. Please note that if you register later than 10 days before the seminar, hotel reservations cannot be guaranteed.

### *Meals*

Should you require a special menu (e.g. vegetarian, diabetic), please inform the Programme Organiser so that this can be arranged.

### *Confirmation*

Confirmation of registration will be forwarded to participants on receipt of the completed registration form.

### *Payment*

Prior payment is a condition for participation. Please indicate on the registration form the method of payment you have chosen.

### *Cancellations*

For administrative reasons, a fee of €150 will be charged for cancellations received after 29<sup>th</sup> March 2007 unless another participant is designated.

# REGISTRATION FORM

CAF Training Event for Courts

## CAF AND JUSTICE

### “QUALITY DEVELOPMENT IN THE FIELD OF JUSTICE”

Luxembourg, 16 & 17 April 2007

Surname: \_\_\_\_\_ Title: \_\_\_\_\_  
First name: \_\_\_\_\_ M / F  
Current position: \_\_\_\_\_  
Organisation: \_\_\_\_\_  
Department: \_\_\_\_\_  
Work address: \_\_\_\_\_  
Postal code & town: \_\_\_\_\_ Country: \_\_\_\_\_  
Tel. no. (work) : \_\_\_\_\_ Fax no.: \_\_\_\_\_  
E-mail address: \_\_\_\_\_  
Preference of language for documentation:  *English*  *French*  
Do you need interpretation:  *No*  *English*  *French*

#### PAYMENT

**The participation fee includes participation in the seminar, documentation, 2 lunches, 1 reception/cocktail party and beverages. EUR 750\***

*For this seminar, there will be a discount of €50 for all participants who have registered and whose payment has been received before 05<sup>th</sup> March 2007 (EUR 700)*

\*Special rates for participants from new EU Member States and Candidates Countries

#### Method of payment

**Bank transfer**

The participants or their administration will receive an invoice for the payment of the registration fee  
*Invoice address (if different from the abovementioned address):*

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*E-mail:* .....

**Credit card / Debit card**

Eurocard/Mastercard  Visa Card

Card no.: ..... Expiry date: ...../.....

Name Card holder: ..... (in case this differs from above)

Address Card holder: ..... (in case this differs from above)

Postal code: ..... Country: ..... (in case this differs from above)

Card Validation Code: ..... (This refers to the last three digits of the number on the BACK of your card)

**Note:** Pre-payment is a condition for participation. For administrative reasons, a fee of EUR 150 will be charged for cancellations received after 29<sup>th</sup> March 2007 unless another participant is designated.

#### MEALS

**Lunch Day 1**  will attend  will not attend

**Reception/Cocktail party Day 1**  will attend  will not attend

**Lunch Day 2**  will attend  will not attend

**Vegetarian or Diabetic Meals**  Yes  No

Please return the completed registration form to:

Ms Juliette MOLLICONE-BOUSSUGE  
European Institute of Public Administration  
Antenna Luxembourg  
2 Circuit de la Foire Internationale  
L - 1347 LUXEMBOURG

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