



## **COURT PULSE**

The Management Revolution

**SHARING BEST PRACTICE OF  
AZERBAIJAN**



# COURT PULSE BUILDING PROCESS

EVIDENCE-BASED DECISION-MAKING: TREATMENT

DIAGNOSTICS

SCIENTIFIC MANAGEMENT CONCEPT

TIMELINESS

QUALITY

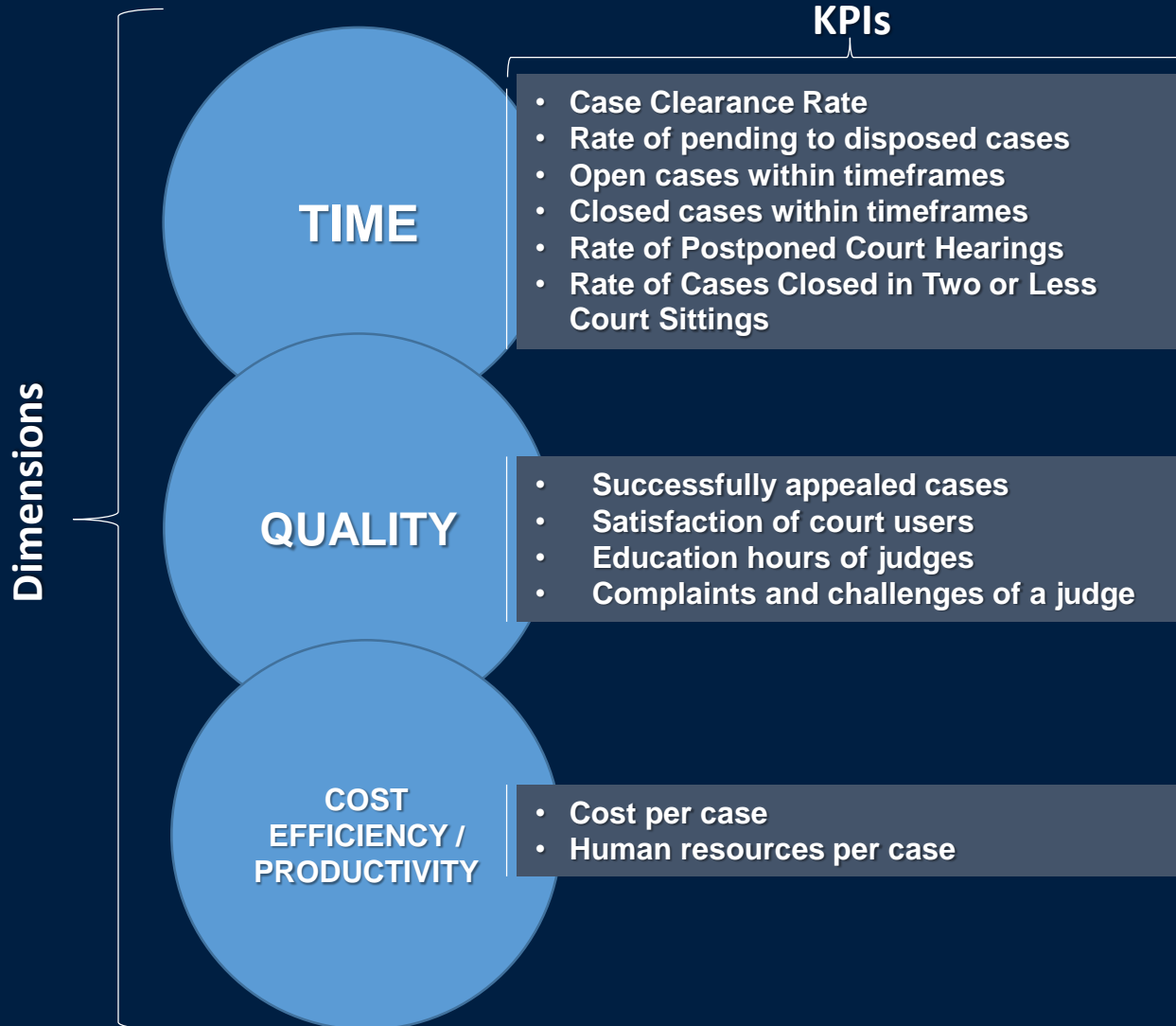
COST EFFICIENCY

INNOVATIVE APPROACH

DATA SCIENCE



# COURT PULSE FOUNDATIONS



# COURT PULSE DASHBOARD

Sum of Clearance Rate by Month



Time slide filter



## QUALITY

Successfully Appealed Cases



Satisfaction of Court Users



Education of Judges - Hours



Successful Complaints / Challenges



## COST EFFICIENCY

Cost per Case (AZN)



## PRODUCTIVITY

Judges Time per Case (minutes)



## TIME

Clearance Rate by Month



Pending to disposed cases



Open Cases within Timeframes



Closed Cases within Timeframes



Postponed Court Hearings



Closed in Two or Less Hearings





**1-5th of Month**  
Analysis of performance and issues identified (KPI variations beyond acceptable values)

**8th of Month**  
Head of Secretary and court advisors prepare to present performance update at MPM (discover and explain causes of KPI variation)

**10<sup>th</sup> of Month**  
Monthly Performance Meeting:  
Joint Diagnostics and Agreed Treatment

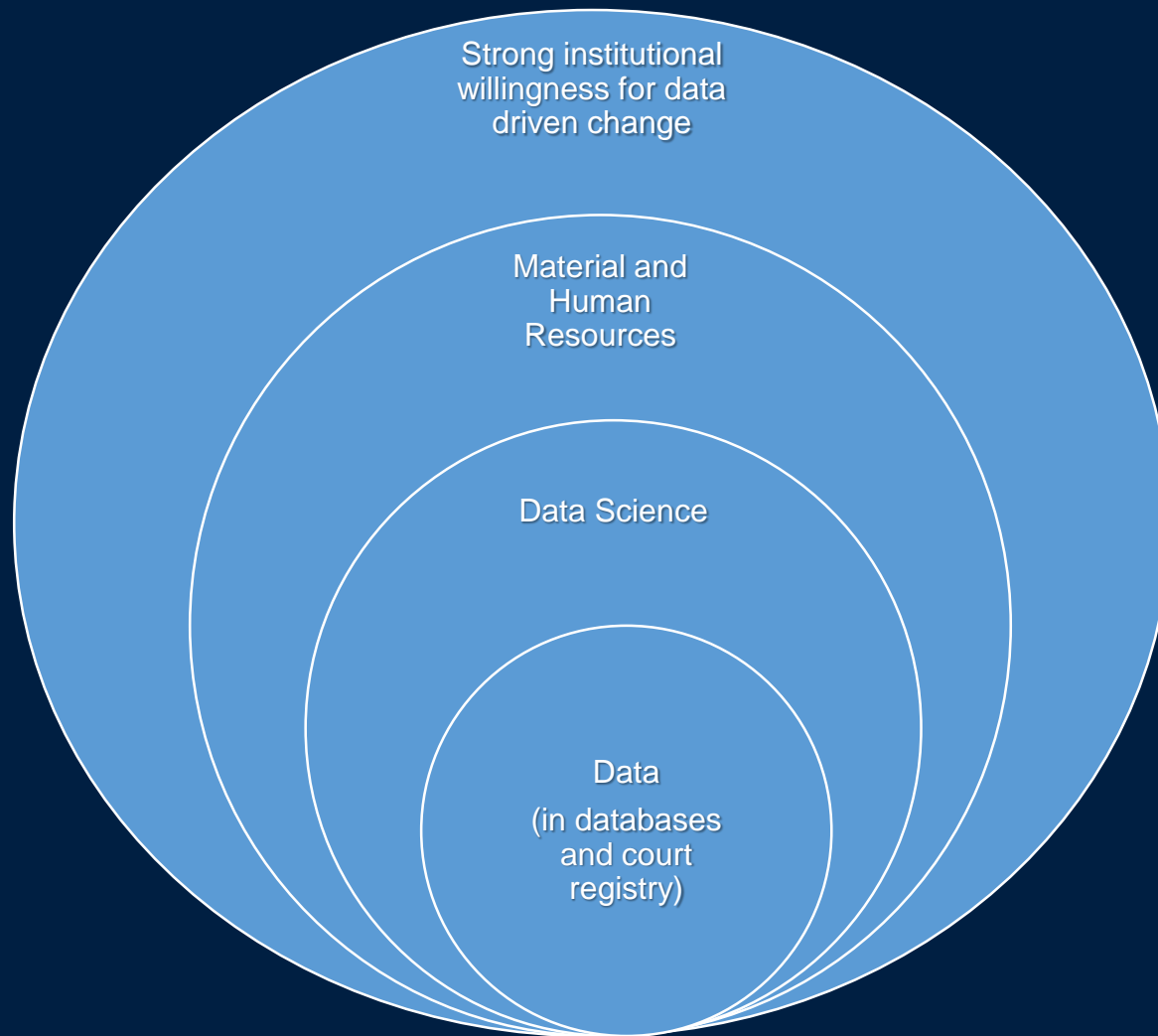
**11th of Month**  
Treatment (corrective actions) initiated by staff to address identified issues

**MONTHLY REPORTING AND DECISION MAKING CYCLE**





# SUCCESSFUL COURT PULSE IMPLEMENTATION





## **IMPACT of the COURT PULSE implementation:**

- **Integration of scientific principles in court operations covering time, cost efficiency / productivity and quality;**
- **Dramatic improvement in management of court resulting in proactive role of court president and judges, allowing for evidence-based decision-making;**
- **Shift in mind-set and move from endless debates describing symptoms of a problem (backlogs, excessive length of court proceedings) and providing excuses to ability to make evidence based diagnostics and agreeing on a treatment (corrective actions);**
- **Fair allocation of financial and human resources in court;**
- **Combination of Data Science and ICT resulted in court management revolution and significant improvement in service to society.**



## ROLE OF TECHNOLOGY IN JUSTICE SYSTEM

“We must always remember that justice must be assisted, not dominated, by technology. Technology alone does not improve the system. It is people, assisted by technology, who make the justice system work.”

*Honorable Chief Justice of Singapore,  
Yong Pung How (1996)*





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Thank you!

From Azerbaijan with appreciation!