



## PROGRAMME

**Moderator: Dr. Edita Dereškevičiūtė**

9.30 - 10.00	<b>REGISTRATION AND COFFEE</b>
10.00 - 10.20	<b>Welcome speech</b> Egidijus Laužikas, Chairman of the Judicial Council (Lithuania) Dag Malmar Halvorsen, Norwegian Ambassador to Lithuania (Lithuania)
10.20 - 10.40	<b>QUALITATIVE CHANGES IN LITHUANIAN COURTS: THREE -YEAR RESULTS</b> Reda Molienė, Director of the National Courts Administration (Lithuania)
10.40 - 11.00	<b>IMPROVING COURTS' SERVICES: HOW AND WHY? THE VIEWS OF THE COUNCIL OF EUROPE</b> Dr François Paychère, President of GT-QUAL (Council of Europe)
11.00 - 11.20	<b>COFFEE BREAK</b>
11.20 - 11.40	<b>DEVELOPMENT OF CUSTOMER SERVICE STANDARDS IN THE NORWEGIAN JUDICIARY</b> Kersti Fjorstad, Deputy Director General for the Norwegian Courts Administration, Service Development Department (Norway)
11.40 - 12.00	<b>COURTS CUSTOMER SERVICE STRATEGY AND PRACTICAL ASPECTS OF ITS IMPLEMENTATION – IRELAND'S EXAMPLE</b> Nuala McLoughlin, Chief Registrar and Head of Supreme and High court Operations, Courts Service of Ireland (Ireland)
12.00 - 12.15	<b>DISCUSSION</b>
12.15 - 13.30	<b>LUNCH</b>
13.30 - 13.50	<b>QUALITY PROJECT AND QUALITY MANAGEMENT WORK OF COURTS IN THE JURISDICTION OF THE COURT OF APPEAL OF ROVANIEMI - MEASURING, ASSESSING AND DEVELOPING EXTERNAL AND INTERNAL QUALITY OF COURTS</b> Kaisa Teivaanmäki, Judge of District Court of Kemi-Tornio (Finland)
13.50 - 14.10	<b>HOW THE DIALOGUE WITH EXTERNAL INTERESTED PARTIES CAN CHANGE COURT PERFORMANCE: AN INSPIRING EXAMPLE OF SWEDEN</b> Marie B. Hagsgård, the Consultant in Swedish Judicial System Responsible for the Improvement of the Judicial System Performance (Sweden)
14.10 - 14.20	<b>VALUES WE PROMOTE BY IMPLEMENTING CUSTOMER SERVICE STANDARD IN LITHUANIAN COURTS</b> Mindaugas Šimonis, the Chairman of Civil Cases Division in Kaunas Regional Court (Lithuania)
14.20 - 14.30	<b>IMPLEMENTATION OF CUSTOMER SERVICE STANDARD IN ŠIAULIAI DISTRICT COURT: FIRST STEPS TOWARDS IMPROVEMENT OF SERVICE QUALITY</b> Kristina Andrejeva, The Adviser of Siauliai District Court's President (Lithuania)
14.30 - 14.45	<b>COFFEE BREAK</b>
14.45 - 15.15	<b>'MYSTERY SHOPPING' IN LITHUANIAN COURTS – ARE WE IN PROGRESS?</b> Dr. Gintaras Chomentauskas, President of JSC „Human Study Center“ (Lithuania) Justinas Burokas, Partner of JSC „Human Study Center“ (Lithuania)
15.15 - 15.35	<b>IMPLEMENTATION OF CUSTOMER SERVICE STANDARD IN STATE TAX INSPECTORATE OF LITHUANIA: EXPERIENCE AND RESULTS</b> Stasė Aliukonytė-Snirienė, Director of Department of Tax Obligation, State Tax Inspectorate (Lithuania)
15.35 - 16.00	<b>DISCUSSION</b>
16.00 - 17.00	<b>CLOSING OF THE SEMINAR AND RECEPTION</b>