

Strasbourg, 1 August 2011

**EUROPEAN COMMISSION FOR THE EFFICIENCY OF JUSTICE  
(CEPEJ)**

**NETWORK OF PILOT COURTS**

**6th Plenary Meeting  
Strasbourg, Agora building  
22 September 2011**

**PREPARATORY QUESTIONNAIRE ABOUT ITEM 5 OF THE AGENDA  
"WHICH INDICATORS FOR MEASURING THE QUALITY OF JUSTICE ?"**

Name of the pilot court: ...COMMERCIAL COURT N1 3  
BARCELONA.....

Country:  
SPAIN.....

**I. Is there in your ... a programme or programmes regarding the quality of justice ?**

A. Country	Xyes	no
B. Region (for instance for federal states)	yes	no
C. Court	yes	no

**II. If yes, which scopes are concerned by these programmes in the five following fields (to know the content of these fields, please refer to the Checklist for promoting the quality of justice and courts**

[http://www.coe.int/t/dghl/cooperation/cepej/quality/default\\_EN.asp](http://www.coe.int/t/dghl/cooperation/cepej/quality/default_EN.asp) ) ?

A. Strategy and policies	Xyes	no
B. Job and operations processes	Xyes	no
C. Access to justice, communication to court users and the public	xyes	no
D. Human resources and status of judges and prosecutors	Xyes	no
E. Means of justice	Xyes	no

**F. Please specify the actions undertaken in these fields :**

.....The Spanish Ministry of Justice has developed a strategic plan for the modernisation of justice. This plan includes major changes in the traditional organisation of the courts which will be replaced by more modern and more efficient judicial offices. The implementation of this strategic plans has already started in cities such as Burgos, Leon, Cáceres o Cuenca. This quality system, include documents such as an organisational and functioning plan, a Position manual, a Procedure

Manual, or Action Protocols which are organizing tools to facilitate the process of adapting to the new roles and responsibilities. This implementation is reinforced by a training on the abilities that judges, court clerks and members of the staff need to improve and by a change management plan to raise awareness about the objectives of this reform among professionals and court users.....

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### III. Is there in your country a programme for evaluating the quality of justice?

XYES NO

#### A. On which tools are they based ?

- |  |     |      |    |
|--|-----|------|----|
| 1. Satisfaction surveys?   |     | yes  | no |
| Inspection (inspectorate body, High Council of the Judiciary, other) ? |     | Xyes | no |
| 2. Peer evaluation ?   | yes | no   |    |
| 3. Other tools ?   |     | yes  | no |
| Which are they ?   |     |      |    |

.....  
 ...Besides the inspections "in situ", virtual inspections are being conducted by the High Council of the Judiciary.....  
 .....  
 ...

### IV. Do you have indicators for measuring quality ? xYES NO

If yes, which ones :

- |   |  |      |    |
|---|--|------|----|
| 1. Rate of annulment/challenge of court decisions |  |      |    |
| By higher courts ?                                |  | xyes | no |
| 2. Continuous training ?                          |  | yes  | no |
| 3. Others ?                                       |  | yes  | no |
| If yes, which ones ?                              |  |      |    |

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Free comments :

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