

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: Oberlandesgericht Stuttgart (Higher Regional Court)

Country: Germany

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

- A. Country
- B. Region (for instance for federal states)
- C. Court yes

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) ?

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

F. Please specify the actions undertaken in these fields :

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At the Oberlandesgericht Stuttgart a programme was implemented in 2005 regarding the improvement of communication to court users by mutual visitation of the senates. The programme was continued in 2007 with a training course in mediation and in 2011 by a project to improve measures for obtaining settlements.
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III. Is there in your country a programme for evaluating the quality of justice?

YES

A. On which tools are they based ?

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

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Within the district of the Oberlandesgericht Stuttgart annual meetings of the Higher Regional Courts and the Regional Courts as well as biannual meetings of the Local Courts (in clusters depending on size and duties of the Local Courts) are held where the relevant data is compared (duration of proceedings, percentage of appellate proceedings, development of costs etc.).....
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IV. Do you have indicators for measuring quality ? NO

If yes, which ones :

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

If yes, which ones ?

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Free comments :

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