

Draft (17 March 2014)

## Study Visit of the Jordan Justice Delegation

25-27 March 2014, Bologna and Turin, Italy

### In cooperation with:

Tribunale di Torino  
Corte d'Appello di Torino

### Tuesday 25 March - Bologna

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*Venue: IRSIG-CNR, Via Zamboni, 26*

#### 9.30 – 11.00      **Workshop: Time management**

*Speakers:*

**Mr Marco Fabri** (Director, IRSIG-CNR): *Welcome address*

**Ms Casandra Berlinschi** (Programme Manager, Division for the Independence and Efficiency of Justice, Directorate General of Human Rights and Rule of Law of the Council of Europe): *Presentation of the "Support to the Jordanian authorities in improving the quality and efficiency of the Jordanian justice system" project*

... (..., Jordanian Judiciary): *Presentation of the Jordanian Delegation*

**Mr Marco Velicogna** (Researcher, IRSIG-CNR): *Present and future challenges to the justice administration.*

Introduction and organization of the meeting. The current challenges of judicial administration and how to deal with them: efficiency, effectiveness, timelines, performance evaluation, access to justice, fair treatment, quality of decisions, enforcement of decisions, accountability and transparency.

#### 11.00 – 11.15      *Coffee break*

#### 11.15 – 13.30      **Workshop: Jordan piloting courts**

*Topics:* Presentation of the Jordan piloting courts: jurisdiction, resources, organization, caseload and caseload management

*Speakers (order to be defined):*

Jordan delegation speaker 1 (To be defined): *Amman Centre Court*

**Mr Hazim Al-Smadi** (Judge, Head of Madaba Court): *Madaba Court*

**Mr Aref Abu Elaim** (Judge, Head of Sahab Court): *Sahab Court*

*Open discussion*

13.30 – 15.00 *Lunch break*

**15.00 – 17.00 *Workshop: Case Management and Performance Evaluation***

*Topics:* Introduction performance evaluation and case management techniques, which provide key tools to support justice quality, including effectiveness and efficiency, respect of judicial timeframes.

*Speakers:*

**Mr Francesco Contini** (Researcher, IRSIG-CNR): *Performance Evaluation and Case Management*

*Open discussion*

## **Wednesday 26 March - Bologna**

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*Venue: IRSIG-CNR, Via Zamboni, 26*

**9.30 – 11.15 *Workshop: Time management***

*Topics:* Introduction to the concept of time management and SATURN Guidelines for Judicial Time Management.

*Speakers:*

**Mr Marco Fabri** (Director, IRSIG-CNR): SATURN Guidelines, key concepts and examples

**Mr Marco Velicogna** (Researcher, IRSIG-CNR): CEPEJ key case flow indicators

*Open discussion*

11.15 – 11.30 *Coffee break*

**11.30 – 13.15 *Workshop: Court User Satisfaction***

*Topics:* Introduction to the concept of court user satisfaction and to its measurement in theory and through practical examples.

*Speaker:*

**Mr Davide Carnevali** (Researcher, IRSIG-CNR): Measuring Court User Satisfaction, Theory and Practice

*Open discussion*

*Afternoon Travel from Bologna to Turin by train*

## Thursday 27 March - Turin

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*Venue: Tribunale di Torino - Turin First Instance Court, Corso Vittorio Emanuele II, 130*

### **9.30 – 13.00**      ***Visit to the Turin First Instance Court of General Jurisdiction***

*Scope of the visit:* illustrate the Turin CEPEJ SATURN piloting court experiences in relation to time management (Strasbourg programme) and court users surveys.

*Speakers:*

**Mr Mario Barbuto** (President of the Turin Court of Appeal, former President of the Turin First Instance Court)

**Mr Luciano Panzani** (President of the Turin First Instance Court)

**Mr Giacomo Oberto** (Judge – Turin First Instance Court)

**Mr Carlo Bollati** (Court officer, Head of the statistic office – Turin First Instance Court)