

**New way of systematic management of delay
reduction projects in courts – combining external
expertise and internal participation**

FINLAND



CRYSTAL SCALES
OF JUSTICE

Managing delay reduction projects

About the project

- At the start of the project's implementation, 34% of the pending court cases before the Helsinki Court of Appeal and 16% of the Insurance Courts' cases were older than 12 months.
- The judicial process improvement involves three elements: external expertise, systematic project management and participation and commitment.
- Staff were given time to influence and adjust to changes which now include: new planning practices; new follow-up and control systems; new procedures to deal with complex cases and new prioritisation rules.



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The aims of the project

- To set up new procedures to speed up process in the courts by exploiting know-how from industrial management, legal expertise and involving researchers from the Lappeenranta University of Technology.
- To apply the new systems to three courts in Finland: the Helsinki Court of Appeal (2006-2009), Insurance Court (2008-2010) and recently Helsinki District Court, ongoing.



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The results of the project

- Since implementation, only 7% of cases at the Court of Appeal and 8% at the Insurance Court are more than a year old.
- Situation gets better as people familiarise themselves with the new systems.
- Control of the workflow and daily operations in the court are much easier: practical time saving methods have changed staff attitudes to delays.



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An innovative approach to tighter procedures

- Bringing together three sectors, including business, to create the best possible mechanisms to manage delay reduction has resulted in flexible, original solutions.
- The way in which the project set out to involve the personnel who need to use the solutions, inspiring their commitment, should be a part of improvement processes in all European countries.

