

STANDARD GICA-JUSTICE

ORGANIZATION OF THE JUDICIAL OFFICE



Judiciary

Republic of Costa Rica

Version 2.0

April, 2015

Credits

- **Coordinator of the Commission for Integrated Quality Management of Justice, and of the Judiciary.** Magistrate Rolando Vega Robert
 - **Head of Quality Management Center** Master Andres Bonilla Mendez
 - **Quality Managers** Ing. Didier Montealegre Bejarano
Ing. Mauricio Rojas Quesada
Lic. José Fernando Armijo Medina
Licda. Karla Jimenez Gongora
-

Acknowledgements

A special thanks to all users, and judicial officials in the Judiciary of Costa Rica, who provided comments and ideas for the development of this document, especially the judges who participated in the validation workshops.

Approval of the Standard GICA: Organization of the Judicial Office. Version 2.0

Approved by the National System of Quality and Accreditation for Justice (SINCA- Justice), in session No. 01-2015, held on 15 January 2015, Article IV.

Approved by the Court in session No. 15-15, held on 20 April 2015, Article XXIII.

© **GICA-Justice**

The Judiciary of the Republic of Costa Rica reserves nonprofit exploitation rights, disclosure, distribution and total or partial reproduction of the contents of this Standard.

Warning

According to the Law on Copyright and Related Rights, the reproduction, transmission, recording, filming total or partial contents of this publication by applying any playback system is prohibited, including photocopying and scanning. The violation of this Law by any individual or juridical person shall be punished criminally.

Judiciary. Republic of Costa Rica.

Quality Management Center

Phone: (506) 2256-5694 / (506) 2256-5702

Email: secretaria-gica@Poder-Judicial.go.cr

Website: www.poder-judicial.go.cr/gica

Printed in Costa Rica

TABLE OF CONTENTS

Introduction	8
A. Model of the Quality Management System	10
A.1 Objective of the Quality Management System	10
A.2 Pillars of Quality Management System.....	10
A.3 Core concepts of the Quality Management System.....	11
A.4 Phases and sub-phases of the Model of the Quality Management System.....	11
Phase 1: Redesign.....	11
Phase 2: Accreditation.....	11
Phase 3: Monitoring.....	12
A.5 Reaches of the Quality Management System.....	12
B. Applicability of the Standard	12
C. Approach of the Management Standards GICA-Justice	13
C.1 Organization of the Quality Management System.....	13
C.2 Process execution.....	14
C.3 Administrative and resource management.....	14
C.4 Continuous Improvement of Quality Management System.....	14
1. Organization of the Quality Management System	15
1.2 Redesign.....	15
1.3 Responsibility of the Administrative or Coordination Office.....	15
1.4 Responsibility of the Internal Quality Commission.....	15
1.5 Quality objectives	16
1.6 Documents management.....	16
2.1 Execution of Judicial Process General Aspects	16
2.2 Management of deadlines and indicators.....	16
2.3 Management of files, documentation and archives.....	17
2.4 Management of entrances and processing.....	17
2.5 Management of Attendances.....	17

2.6	Management of Resolutions	17
2.7	Output Management.....	18
3.	Administrative and resource management.....	18
3.1	Administrative Management and General Resource- Aspects.....	18
3.2	Provision and rational use of resources.....	18
3.3	Personnel management	19
3.3.1	General.....	19
3.3.2	Nomination and substitutions.....	19
3.3.3	Personnel Training.....	19
3.4	Physical facilities	19
3.5	Information systems.....	19
4.	Continuous Improvement of the Quality Management System.....	19
4.1	Communication with the user.....	19
4.2	Communication with the office personnel.....	20
4.3	Satisfaction of the user	20
4.4	Reviews and quality verifications.....	20
4.5	Management of improvement opportunities and nonconformities.....	21
4.6	Risk assessment	21
•	ANNEX: Concepts, structures and vocabulary.....	21
a)	Concepts.....	21
i.	Integral Quality Management and Accreditation Justice (GICA- Justice).....	21
ii.	Family of standards.....	21
iii.	Standard.....	21
iv.	Standard GICA-Justice: Organization of the Office Judicial.....	22
b)	Structures of the Quality Management System.....	22
i.	National Entity of Quality and Accreditation for Justice.....	22
ii.	Institutional Quality Management Instance.....	22
c)	Glossary of Terms.....	23
i.	Procedural acts.....	23
ii.	Quality Commission.....	23

iii.	Reliable.....	23
iv.	Conformity.....	23
v.	Judicial Office.....	23
vi.	Documentation.....	23
vii.	Document.....	23
viii.	Gender Equality.....	23
ix.	Evaluator.....	23
x.	Evaluation Team.....	24
xi.	Prompt.....	24
xii.	To Guarantee.....	24
xiii.	Management.....	24
xiv.	Input Management.....	24
xv.	Management of records, documents and files.....	24
xvi.	Deadlines Management.....	24
xvii.	Resource Management.....	24
xviii.	Management of resolutions.....	24
xix.	Output Management.....	24
xx.	Manager of Quality.....	24
xxi.	Gender equality.....	24
xxii.	Management Indicators.....	25
xxiii.	Instructional.....	25
xxiv.	Defined Intervals.....	25
xxv.	Quality Manual.....	25
xxvi.	Mapping.....	25
xxvii.	Measurable.....	25
xxviii.	Corrective actions.....	25
xxix.	Preventive actions.....	25
xxx.	Electronic media.....	25
xxxi.	Physical media.....	25
xxxii.	Continuous improvement.....	25
xxxiii.	Non conformity.....	25
xxxiv.	Quality objectives.....	26
xxxv.	Support offices.....	26
xxxvi.	Opportunity for improvement.....	26
xxxvii.	Competent Body.....	26
xxxviii.	Users.....	26
xxxix.	Gender.....	26
xl.	Resource planning.....	26
xli.	In vulnerable conditions populations.....	26
xl.ii.	Management processes and management practices.....	26
xl.iii.	Judicial Proceedings.....	26
xl.iv.	Judicial process.....	26
xl.v.	Propitiate.....	26
xl.vi.	Protocol.....	27
xl.vii.	Resource.....	27
xl.viii.	Registry.....	27
xl.ix.	Request.....	27
l.	Internal Reviews.....	27
li.	Monitoring.....	27
lii.	Judicial Employee.....	27
liii.	Quality management system.....	27
liv.	Computing system.....	27
lv.	Formalities.....	27
lvi.	Validation.....	27
lvii.	Verifiable.....	27

lviii.	Verify.....	27
lix.	Verification.....	28
lx.	Quality Verification.....	28

Introduction

In 2005, the Judiciary implemented the program called "Model of quality management and standardization for judicial offices" (known as GICA for its acronym in Spanish). This was in response to budgetary and constant organizational t problems, in hopes of attaining greater efficiency within the institution.

The institution has since evolved, thus has expanding and strengthened the GICA-Justice management model. The model began as a pilot project and then transformed into a n institutional public policy, incorporated in the institutional strategic area, by introducing the theme of quality in the mission and vision, as well as transverse cores concepts and strategic objectives.

The original version of Rule 2010 allowed us to identify eight judicial offices, of which three have been re-accredited. Likewise, there are informational seminars nationwide with the participation of over a thousand judicial colleagues who have offered their views on the topic, ideas and comments that have been introduced in the current version.

The task of training is of great importance in these kinds of efforts, as a necessary process to properly internalize the knowledge and change. For this, various training courses have been developed in quality management and verification of the developed systems; this was achieved with the participation of judicial workers who contributed their time reviewing the Quality Management Systems implemented in the judicial offices, and thus allowing constant feedback to address improvement opportunities.

A main goals is the continuous improvement of quality. As a result, a second version of the Standard GICA-Justice: Organization of the Judicial Office; has been developed . This document contain the product of experiences gathered during the application of the original version, during the course of four years, thorough various judicial offices nationwide, as well as the valuable opinions of judicial colleagues who have carefully studied the norm.

The challenge presented by the new version of the standard is to advance the accreditation of the offices. This can be done through an integral systemic approach and modifications that have been incorporated to adapt to the requirements of the model to constant changes, in an effort to maintain and improve the development of different institutional policies that seek the improvement of judicial management.

The second version of Standard GICA strongly encouraged the institution to strengthen its approach to the user, and improve the management processes. This can be achieved by incorporating the culture of measuring and monitoring results, highly valuable information for decision-making; to gather information on current procedures and ways to progress under a continuous improvement cycle.

This effort has permeated throughout national and international levels. Nationally, the effort has contributed to the signing of several cooperation agreements with institutions and professional associations such as the Lawyers Association of Costa Rica and the Medical Association, these institutions have seen the GICA-justice model as tool for improvement in their daily management and a topic of great importance for the service they offered to their members.

The experience and development of the GICA management model has also been observed with international interest, to the point of being adopted by other judiciaries, such as the Republic of Honduras. Similarly, to the topic of Quality in the Judicial Management became a part of the Iberoamerican Summit, more specifically, Iberoamerican Network of Quality Management and Research created for Justice (RIGICA- Justice), as an

organization created for the promotion and recommendation of quality management within public policy in Iberoamerica and the ones promoted by the Plenary Assembly of the Summit.

As an essential part of the Network, the Ibero-American Quality Commission for Justice (CICAJ) was created, whose presidency was delegated to Costa Rica ; as well as the Technical Secretariat, who is in charge of the Center for Quality Management of the Judiciary of this country.

Time has passed and the dream of justice management with quality parameters has begun to formalize. It is an effort of each and every individual who has internalized the subject of GICA and coupled with the policies the judiciary has incorporated, seeks a management focus on the user, with the goal of greater efficiency and effectiveness in public services delivery to the citizens, which constitutes a fundamental pillar in the democracy of Costa Rica.

It is understood that justice is achieved with increased attention to the administration of justice, but it must be administered applying principles of quality. We intend that all who work for the judiciary be a part of the trend towards the quality management, understanding that the issue of quality management is not an ideology of a private sphere. The institutions should take the challenge to seek the development of a management based on results, where the user is at the center and despite budgetary constraints; achievement is secured through efficiency and effectiveness, providing services as the needs of the public evolved and often becoming more challenging.

The future vision is the continually advance of institutional management in the development of quality administration thought standards,, developed within the Judiciary t itself, based on individualities and , with consideration of all other institutional policies. This can lead us to a justice with higher quality in administration of justice.

Zarella Villanueva Monge

Chairwoman

Supreme Court of Justice

Rolando Vega Robert, Magistrate Coordinator

Commission of a Integral Management of

Quality of Justice

3 Model of the Quality Management System

The Quality Management System GICA-Justice is an initiative in which the ultimate goal is to improve the service to the individual user, based mainly in a systemic approach. This allows the establishment of management practices standards in the various offices of the Organization. In Figure 1, the Model of Management System of Justice

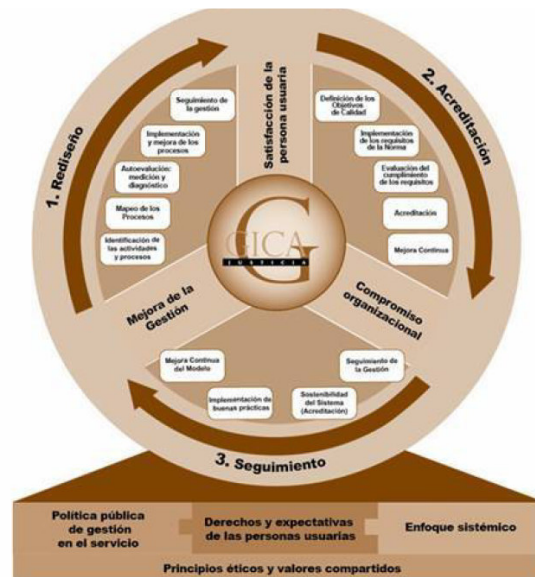


Figure 1. Model of Quality Management System of Justice.

It is important to understand each of component parts and main objectives of the model in order to comprehend the overall concept of the system.

A.1 Objective of the Quality Management System

The Quality Management System model aims primarily to establish management standards that can be applied to any organization belonging to the justice sector, continuous improvement aimed at the satisfaction of the users of the system. This contemplates a quality management system founded upon quality services objectives, management of deadlines, monitoring and management according to performance indicators, and quality control mechanisms over the various activities performed within each organization on a daily basis. A quality management system provides fixed purposes that can be adapted in a sustainable way.

A.2 Pillars of Quality Management System

The Quality Management System GICA-Justice is comprised of four pillars: public management policies service, law and expectations of users, the comprehensive systemic approach and ethical principles and values established by the organization.

The definition of public policies, in the justice sector, constitutes an essential basis to the efficient functioning of organizations that compose the justice profession.

The first pillar of the Quality Management System model GICA-Justice responds to the above reason; since it is important for such policies to guarantee the rights of users.

However these public policies should not be limited to compliance and enforcement. The various tools and instruments proposed must be used as input in the implementation of continuous improvement cycles. The organization that undertakes the crusade of continuous improvement, facilitates the achievement of improvements in the efficiency of its management practices and in providing services.

The second pillar focus on the rights of the users. The Quality Management System GICA-Justice should be able to identify service requirements, and for the requirements satisfaction they must be taken into account when planning, executing, controlling and adjusting the quality objectives of each organization.

The third pillar consists of an integral systems approach. The model establishes rules, designed to align the various efforts emanated of different management practices, both internal and external in organizations within the justice sector. This is in order to obtain a continuous improvement on the basis of its own synergies. It is suggested to the Governing Body of the Organization, the creation of an internal body of quality management, centralizing the deployment functions of the Quality Management System throughout the entire organization.

The fourth pillar are the ethical principles and values shared by the organization. Every office must apply, in search of a commitment through the initiative and responsibility, a change in the organizational culture that encourages the office to self-regulate the internal system of relationships.

A.3 Core Concepts Quality Management System

There are three core concepts of the Model of Quality Management System set by GICA- Justice set by GICA for the justice sector : the satisfaction of the user , organizational commitment and management improvement.

The satisfaction of the user corresponds to the performance of its expectations, because their requirements have been explicitly defined by the legal system.

Organizational commitment requires that each representative of the Organization understands the model and becomes involved in their execution, which serves to facilitates the detection, analysis and elimination of restrictions for the compliance of the quality objectives set by the Organization.

Improving management is the foundational to enabling the organization, as a result of the established cycle of continuous improvement, to achieve compliance of the objectives, in the short, medium and long term. Achieving sustainability of the quality management system, allows the organization to maintain the satisfaction of the consumer and organizational commitment, which were accomplished in the previous phases of the GICA-Justice's model.

Overall, all phases and sub-phases of the Model of Quality Management GICA-Justice should be guided by three core concepts, regardless of whether in a stage of design, implementation, execution or verification of the quality management system.

A.4 Phases and sub-phases of the Model of the Quality Management System

The three phases of the model, established a circle of continuous improvement: redesign, accreditation and monitoring.

PHASE 1: Redesign

Redesign is based on the cycle of continuous improvement, which aims to achieve progressive improvements in the management of the Organization. This is achieved through data collection, information analysis and decision-making. This phase must be coordinated with the institutional body of quality management which is formed for this purpose. The sub-phases of this methodology are the following:

- a) **Identification of activities and processes:** This sub-phase has to identify and define the service requirements of the user, know the operational requirements established in the legislation, establish those responsible for each of the activities and determine the quality objectives of the organization.
- b) **Mapping processes:** This sub-phase should include mapping the flow of activities and proceedings, and includes the minimum: measurement of office activities, volume of cases coming in and out , and the capacity of the process.
- c) **Self – assessment: Measurement and diagnostic:** Analyzes the collected information to determine the causes the impact management and opportunities for improvement are also identified. It is important to determine the activities that generate delays and those with resource constraints, to propose an improvement plan containing corrective and preventive actions, which are aimed at reducing the causes that impact management, on a prioritized form. Additionally, this should identify control points and develop performance indicators that allows for the monitoring of management processes.
- d) **Implementation and improvement process:** this phase should implement the plans defined in the previous sub-phase. Since it is a requirement, at least, for implementing new management deadlines and indicators. Additionally, compliance parameters must be established for each of the activities of the implementation plan.

- e) **Management tracking.** This is the sub-validation phase in which the compliance of proposed solutions is valued. It must control the formulated indicators and give continuity to the plans and improve the defined objectives.

PHASE 2: Accreditation

The stages of this phase should be coordinated with the instance of quality management which is formed for this purpose, and defined below:

- a) **Defining quality objectives:** The team office, will be responsible for defining the quality objectives, using as its foundation the institutional objectives and policies.
- b) **Implementation of the requirements of the Standard:** The standard is reviewed the requirements set by the Quality Standard are studied, and implemented based upon the improvement plans arising from the required documentation and evidence. The final result, expected of this sub-phase is the ability of the office to undergo the accreditation.
- c) **Assessment of compliance with the requirements:** The office must then perform, in this sub-phase, an internal review and request a preliminary verification to the quality management instance the request must designate quality verifiers oblivious to the office that is opting for accreditation. Verifiers should, preferably be knowledgeable about the management practices to verify, processing the ability to identify findings that determine the conformity of compliance with the requirements of this Quality Standard.
- d) **Accreditation:** This sub-stage includes SINCA (the body within Costa Rica responsible for accreditations). This institution, external to the organization, is able to accredit or certify any of the organizations that comprise the justice sector. The SINCA must appoint for the specific task a team of evaluators who will conduct the accreditation process, according to the Standards GICA- Justice. The office that meets the minimum requirements set by the Standard will be subject to accreditation.
- e) **Continuous improvement:** This phase maintains and improves system quality management to convert, over time, into a strong tool for continuous improvement, simultaneously contributing to the ongoing commitment of the individuals involved in the process management office

PHASE 3 : Monitoring

This phase generally focuses on the monitoring and continuous improvement of the management processes, accelerating the standardization of new offices that choose to be accredited, sustaining the quality management system and therefore a permanent cycle of continuous improvement in management. The sub-phases include:

- a) **Monitoring the management:** The accredited office must monitor the compliance of the quality objectives, the established goal and the control of the management indicators by, taking action corrective and preventive care in to continuously improve their management.
- b) **Sustainability of the System (Accreditation):** This sub-phase is achieved by monitoring the compliance of the requirements established by the Standard of the GICA-Justice, thus for this purpose the accredited office may have the support of the institutional quality management instance.
- c) **Implementation of good practice:** This sub-phase consists in the collection, classification, evaluation and implementation of good management practices of the accredited offices, for instance by the institutional quality management instance.
- d) **Continuous improvement model:** Analysis of experiences obtained in the process of implementation and accreditation in different offices, aiming to standardize and continually improve the model GICA-Justice.

A.5 Reaches of the Quality Management System

The set of Standards of the GICA-Justice is designed to be applied to:

- a) Organizations within the justice sector seeking operational advantages in delivering the services provided through the implementation of a quality management system.
- b) All individuals who do or do not belong to an organization within the justice sector, have a role in assessing, verify and validating the corresponding quality management system, in order to determine the compliance with the particular requirements of any of the Standards of the GICA-Justice Among whom includes accreditation entities, internal evaluator's office, external evaluators, entities regulator, and possibly others.
- c) All individuals who, internally in each organization of the justice sector, have responsibility for training and provide advice on quality management systems in accordance with the requirements of the Standards of GICA-Justice.
- d) All individuals who have responsibility for the development of the related standards or pertain to the family of Standards of GICA-Justice.

The GICA-Justice Standards support quality management but are not regulatory by nature. They do not exclude nor contradict other regulatory bodies or legal frameworks.

B. *Applicability of the Standard*

The applicability of the requirements of the GICA-Justice Standards depends on the scope of the legislation and the nature of the office.

One or more considerations may be excluded if they are not applicable to any office under its particular nature. The exclusions will be documented, as required under the articles of this standard, and will always be considered if established that:

- a) That the current national legislation is violated.
- b) Does not fail to comply with the internal rules of the organization.
- c) The Services provided do not negatively affect the people users, based on the defined requirements.
- d) Does not affect the ability of compliance and implementation process.

C. *Approach of the Management Standards GICA-Justice*

The approach of management of the GICA-Justice family, is represented on the map of quality management system, which sets the four sections containing the rules, which includes : organization of quality management system, process implementation, administrative and resource management and SGC continuous improvement.

The primary focus in the implementation of the Standard is managing the organization and responsibilities to contribute to the fulfillment of the objectives and institutional policies outlined within the quality management system. Regarding to the process execution, the standard establishes the minimum requirements for the general activities of each area in which the rules apply, as well as the management of deadlines, and documentation of inputs and formalities. The managements of the processes, office procedures and the management of the outputs resulting from these activities, provides support to the administrative processes and resources that permit the compliance of the objectives and the organizational goals, along with a continuous improvement cycle; this cycle outline the main objective for fulfilling the requirements and needs of the users, and satisfaction, regarding the provision of public service.



Figure 2: Map of the quality management system GICA-Justice

C.1 *Organization of the Quality Management System*

- a) **Institutional policies:** In observance of the principles and values that must comply with all offices of the justice sector, GICA-Justice Standards, states in its first article, as a fundamental requirement, the compliance with these Standards, thus contributing to the achievement of institution strategy.
- b) **Redesign:** This is the process of applying cycles of continuous improvement, where self-assessment, monitoring and self-determination of the office in fulfilling the objectives is essential for the sustainability of quality management system.

- c) **Responsibility of Administrative and Quality Commission:** The leadership of the administrative and the work of the quality committee contribute to the quality management system and the compliance of the objectives and goals set by the office.
- d) **Quality Objectives:** The determination of the objectives conducted by taking into account the participation of members of the office as well as the aligned institutional policies and objective criteria established by the GICA-Justice Standards.
- e) **Documentary requirements:** This quality management standard provides general requirements of documentation for all office, and is intended to establish complementary guidelines for general activities in the development of a quality management system justice sector specifically, this documentation includes:
 1. Quality Manual that includes the generalities of the office.
 2. Protocol for the documentation control.
 3. Protocol for management improvement of opportunities and nonconformity.
 4. Protocol for Internal inspections.
 5. Protocol for measuring the user satisfaction.
 6. Records that allow the verification of the correct management of office activities and instructions outlining properly perform the functions.
 7. Any other document that require product of the same kind and /or office need.

C.2 Process execution

The general framework of the implementation process is composed of the following elements:

- a) **Managing deadlines and indicators:** Must define and set deadlines and goals according to the activities of the offices, should be implemented historical indicators and is dependent of processing to monitor the compliance of the previously established plans.
- b) **Management of inputs and proceeding:** Must identify, classify activities and document the entry and proceedings of the office managements, that are associated with the procedures and general activities of the same, for standardization and control.
- c) **Management of processes and procedures:** Corresponds to the interaction of activities and processes that impact the provision of services, in addition to the coordination of activities for collaboration between offices, for the proper processing of the managements.
- d) **Output Management:** Must identify, characterize and control all output management processes that are transversal to the entire implementation process, thus ensuring records of responses to the managements, and managing those that are pending.

C.3 Administrative and resource management

Administrative and resource management for office activities must be planned and overseen to allow the monitoring of:

- a) **Provision and rational use of resources:** This process involves controlling the allocation of resources to the office so resources are managed rationally, as well as taking action when resources do not meet requirements
- b) **Staff Management:** Through this process, the office should be established through various mechanisms, so that the working condition of the staff includes the necessary resources and requirements for good performance of functions.
- c) **Physical facilities:** Actions must be performed that allow identification of the physical state of the facilities to manage the necessary resources, to ensure that the service meets the established requirements, as well as adequate emergency response by staff.
- d) **Computer Systems:** The office ,through this process, should ensure the use of computer systems by staff according to their positions and periods of appointment, attention should be given to documentation the proper use of equipment and periodically correcting the inconsistent data, information and backing up the information when it is appropriate.

C.4 Continuous Improvement of Quality Management System.

- a) **Communication with the person-user:** Procedures must be established to ensure good communication with the person-user on the issues and procedures that are provided in the office.
- b) **Communication with the office staff:** Ensuring the existence of means or mechanisms of communication between office staff an effort to encourage improvements in the management of the office.

- c) **Reviews and quality controls:** Established management processes that allow the review, verification and registration of compliance with the objectives and requirements of quality management system, thus providing continuous improvement in the management of the office.
- d) **Management improvement opportunities and nonconformities:** Establish a processes that ensures the identification of opportunities for improvement, as well as the treatment of the nonconformities that occur in the office, so these issues can be addressed promptly to improve the Quality Management System.
- e) **Risk assessment:** Establish processes that allow the office to identify, analyze and manage the risks that may affect the performance of the work and set goals.

1. Organization of the Quality Management System

1.1 Generals

The judicial office should encourage staff to comply with the existing legal framework, institutional guidelines and policies approved by the governing body of the Organization related to gender, accessibility, transparency, citizen participation, shared ethics and values, environmental management, as well as others.

1.2 Redesign

The judicial office, in coordination with the competent authority, must establish, document and implement a quality management system and guarantee the continuous improvement of the adopted system. The judicial office must:

- a) Identify activities and processes that impact the office in providing services to the user, as well as coordination activities among other support offices.
- b) Conduct an analysis of activities and office formalities for classification, ordering, cleansing, standardization and discipline in the pursuit of the continuous improvement.
- c) Identify activities of self-assessment and diagnosis, ensuring achievement of the quality objectives of the office.
- d) Run action plans and proposals for improvement to ensure the effectiveness of management.
- e) Provide monitoring to the management of activities through the use of indicators.

NOTE: In the process of re-accreditation, offices should analyze continual improvement of the redesign management processes, through the identification of opportunities for improvement and implementation of corrective actions; this corrective action can be developed through the management of non-conformities and management indicators defined in accordance with the requirements of the office.

1.3 Responsibility of the Administrative Office

The Administrative Office, must guarantee the implementation, monitoring and commitment to the continuous improvement of the Quality Management System:

- a) Promoting compliance of the institutional policies.
- b) Communicating quality objectives.
- c) Managing necessary resources for the development and improvement of quality management system.
- d) Reviewing compliance of the goals, according to the management indicators.
- e) Conducting and following up on continuous improvement activities and the results of the evaluations, reviews and reports.
- f) Ensuring accountability and regularly reporting to the Administrative Office

1.4 Responsibility of the Internal Quality Commission

The judicial office must designate one or more of its members, with the support of the Administrative Office who will form an internal quality commission, this commission will provide evidence of the implementation and continuous improvement of Quality Management System, and whose responsibilities will include:

- a) Propose quality objectives to the chief of the office.
- b) Inform the office staff, the results of the measurement of satisfaction of the service from the user.
- c) Analyze and evaluate complaints, claims, suggestions and / or comments raised by the users.
- d) Coordinate the development, implementation and maintenance of the Quality Management System, in accordance with the instructions in this Standard.
- e) Inform the office staff, the results of the management indicators.
- f) Coordinate and implement internal reviews of the Quality Management System.
- g) Coordinate with other offices and / or related organizations regarding the implementation and the continuous improvement of the Quality Management System.
- h) Inform the competent authorities the results of their indicators of the Quality Management System and its requirements for improvement.

1.5 Quality objectives

The judicial office must determine the quality objectives, based upon the following:

- a) Plan based on the institutional policies and objectives posed by the Judicial Branch.
- b) Develop with the participation of members of the office.
- c) Measurable, achievable and verifiable.

1.6 Documents management

1. The judicial office must establish and improve a manual of quality that at minimum includes:

- a) Management processes by which the office evidence the compliance with the institutional policies according to their activities.
- b) The reference to the quality objectives defined by the office.
- c) The justification for the articles of the standard that is not applicable to office by nature.
- d) The internal organizational and functional structure.
- e) The explanation of processes activities and the office management.
- f) The description of the implemented Quality Management System.

2. The judicial office, in coordination with the governing office, ensure the existence and implementation of a protocol for the control of the documentation of the Quality Management System, this should include:

- a) Approve documents, prior communication and implementation.
- b) Identify documentation of the System Management Quality through a unique coding.
- c) The identification of changes in the documentation and in the current version.
- d) Define and identify the location of documentation, for the use of the office staff.

3. The judicial office must manage, maintain and improve the documentation of the Quality Management System, through a register, which should include: protocols, instructions, forms and records required by this standard and those required by the activities of the office.

Note: The documentation Quality Management System can be available in any format or medium according to the technology available in the office.

2.1 Execution of Judicial Process General Aspects

The judicial office must ensure the existence and implementation of guidelines in the phases in which orality is applied, whenever there is no legal or resource limitations.

1. The judicial office must promote policies of alternative dispute resolution in the processes that can be applied in accordance with the regulations.

2.2 Management of deadlines and indicators

1. The judicial office must set deadlines pertaining to the average transaction of matters, events and general activities carried out by the office. The time management activities should be:
 - a) Determined in accordance with current legislation.
 - b) Concordant with the quality objectives.
 - c) Consequent with the management processes of the office.
2. The judicial office must register and evaluate the performance of their activities through the use of indicators, which must be measurable, achievable and verifiable, based on quantitative methods:

In order to design performance measures, one must include:

- a) The dispositional time, according to case type and date of filing.
- b) Clearance rate to include cases filed and cases disposed.
- c) Processing time for individual stages of the process.
- d) Any other need for the office management.

2.3 Management of files, documentation and archives

1. The judicial office must ensure that the location of the files, documents and archives run in a standardized way for classification, control and supervision of judicial affairs in transit, whether it is digital or physical.
2. The judicial office must ensure the existence and enforcement of security mechanisms in the management of documents, records and files for:
 - a) The protection and privacy of confidential information.
 - b) Supervised documents, books, archives and records access law are not confidential, prompt and reliable in accordance with current legislation.
 - c) That office staff have access to the updated media consultancy, to check whether they are authorized to exercise the right.
3. The judicial office must ensure that the documentation, files and archives be register and properly manages the custody of evidence, proofs, property, values and traffic issues.

2.4 Management of entrances and processing

1. The judicial office must document their entry processes, procedures and management of files, which are associated with the procedures, procedural acts and general office activities, to standardize them.
2. The judicial office should supervise and efficiently management the processing of files by establishing priorities and retention policies in accordance with performance measures for the case type and the institutional policies governing:
 - a) Guarantee timely processing of new cases.
 - b) Avoid undue delay in processing the pending issues.
3. The judicial office must register verification of publication of edicts or notices that are required by the processes of office management.

2.5 Management of Attendances

1. The judicial office must manage a planned execution of attendances, whether these correspond to the reception of statements, testimony and evidence and / or the holding of debates, opinions and hearings, for which it must:
 - a) Determine the number of attendances needed to avoid delays in their management processes.

- b) Scheduling the affairs within the prescribed period according to current legislation and the capacity of the management processes.
 - c) Quantify the amount of pending issues within defined deadline.
 - d) Promote the use of computers for programming and execution of the attendances.
2. The judicial office must ensure the existence and enforcement of mechanisms for analyzing the outcome of the attendances, taking into account the following elements:
 - a) Number of attendances identified during the period.
 - b) Record the status of attendance to identify causes delays or suspensions thereof, with the aim of taking corrective action to improve management of attendance.
 3. The attendances that require the support of interpreters, translators, experts, curators, inventory workers and executors, the office must to guarantee:
 - a) The use of the media for the access to updated records of the judicial process.

2.6 Management of Resolutions

1. The judicial office must monitor and manage in a rapid manner, records of orders, according to the prioritization and antiquity in accordance with current legislation, management of deadlines and performance indicators to:
 - b) Ensure prompt resolution of pending issues.
 - c) Avoid unjustified delays in resolving issues.
2. The judicial office must manage the amount and timing of duration of resolutions pending of signature.
3. The judicial office must verify the minimum content of the requirements required by the legislation in the resolutions of the proceedings, by the judges of the office.
4. The judicial office must manage and track the evidence to better solve, which are requested in judicial affairs in circulation, sending reminders when processing time is exceeding the defined deadlines.

2.7 Output Management

1. The judicial office must document management processes to output of files and resolutions that are associated with the proceedings, procedural acts and general office activities for standardization thereof, taking into account, summonses, schedules and various resolutions that ended the process.
2. The judicial office must monitor and manage in a quick manner the output of files and resolutions, according to the prioritization and antiquity, and in accordance with the management of deadlines and defined management indicators:
 - a) Managing pending notifications to notify.
 - b) Controlling the amount of pending on the itinerary.
 - c) Updating and refining affairs of the closed cases that are still being processed.

3. Administrative and resource management

3.1 Administrative Management and of General Resource- Aspects

1. The judicial office must prepare and record the annual planning of the activities of quality management system, administrative and office activities.
2. The judicial office must register and update the control containing the classification and description of the documents submitted to the various departments and institutional offices.

3. The judicial office must keep an updated record and orderly of the correspondence, and documents entering the office of the various departments and offices.

3.2 *Provision and rational use of resources*

1. The judicial office must ensure entry office supplies, technology resources, human resources and physical infrastructure and necessary telematics for the operation of the management of the office.
2. The judicial office must ensure that the resources allocated by the competent body through consumption quotas allocated to encourage the rational use of resources so as to avoid unnecessary or redundant use of these, reviewing their management processes are organized and implemented according to these quotas defined by the organization.
3. The judicial office must notify the department and / or the competent office, when assigned equipment or a received service is not in conformity with the requirements established or defined, so appropriate measures can be conducted.
4. The judicial office must ensure management practices for the control, proper use and maintenance of the assets allocated to the office.

3.3 *Personnel management*

3.3.1 *General*

1. The judicial office must determine the appropriate body, and the work environment needed for the personnel to perform their duties efficiently.
2. The judicial office must ensure management practices so the staff knows their responsibilities and the importance of the activities performed to provide a quality public service to users.

3.3.2 *Nominations and substitutions*

1. The judicial office must ensure timely submission of nominations and the request of the contests vacancies, when it is appropriate.
2. The judicial office must ensure the existence and implementation of management processes for internal reorganization, when it should cover the temporary or permanent absence of staff, in order to continue the service.
3. The judicial office, in coordination with the competent body must ensure that staff are suitable based on their education, training, experience and the job requirements.
4. The judicial office must ensure management practices for controlling holiday periods, disability, permits with or without pay, probation and evaluation, suspensions and temporary personnel nominations.

3.3.3 *Personnel training*

1. The judicial office must ensure that their staff complies with the programs established institutionally as part of judicial, personal and professional development training.
2. Headquarters or the coordinating office must verify the need for staff training, when requested or when any other means is detected that is needed, and take appropriate measures to that deemed necessary will be provided to personnel measures, to do so they must have access to updated records of the training received by the office staff.

3.4 *Physical facilities*

The judicial office, in coordination with the competent authority should promote:

- a) Applying a study of Occupational Health
- b) Adaptation of physical facilities, in order to provide appropriate services to users in vulnerable conditions.
- c) The existence, knowledge and implementation of procedures for emergency care.

3.5 Information systems

The judicial office must ensure the existence and enforcement of management processes that:

- a) Ensure that the office staff has permits in accordance with the functions to be performed in relation to the period of occupation.
- b) Facilitate the use of computers for their records, formats and the Quality Management System documentation in accordance with institutional policies for decrease paper consumption.
- c) Verify and update the inconsistencies of the systems of variables, to correct them between the system and the current state of the managements.

4. Continuous Improvement of the Quality Management System

4.1 Communication with the user

1. The judicial office must ensure that it communicates to the user the relevant information about their right to file complaints, suggestions and / or comments.

Note: This article from the standard establishes communication with the user, in order to meet the complaints and suggestions should be assessed in section 4.3.2, where it is requested that the office must analyze the customer complaints.

2. The judicial office must communicate and execute the means that ensure that the office staff:
 - a) Encourages compliance with institutional policies related to the attention of the user.
 - b) Report access to alternative means of dispute resolution.
 - c) Provide information of the managements; policies, procedures and the respective procedural steps that are not confidential.
 - d) Use understandable language in what is communicated to the user.
 - e) Promote a bidirectional, prompt, inexpensive and reliable communication with users through a computer and / or physical media.

4.2 Communication with the office personnel

1. The judicial office must inform the staff their quality objectives, deadlines of proceedings and guidelines for meeting the goals of the Office.
2. The judicial office must ensure the existence and application of internal communication media, so that the personnel know the results of the management of the office
3. The judicial office must demonstrate communication activities with their staff to identify opportunities for improvement, corrective action and preventive measures to promote continuous improvement in management.

4.3 Satisfaction of the user

1. The judicial office, in coordination with the competent authority should ensure the implementation of a protocol for measuring user satisfaction, so that at defined intervals:
 - a) Systematically collect and analyze statistical information related to the satisfaction of the service requirements of the user.
2. The judicial office must register as an opportunity for improvement: the complaints, suggestions and / or comments from users, which are presented to the office, to be examined for the improving public service provided.

4.4 Reviews and quality verifications

1. The judicial office, in coordination with the competent authority, should establish management processes to verify at a defined intervals that the System Quality Management maintained and meets the objectives of quality, service requirements and the process established by this standard, for which will coordinate the execution of:
 - a) Internal quality reviews
 - b) Internal quality verifications
 - c) External quality verifications

2. The judicial office, in coordination with the competent body, should ensure the implementation of a protocol for internal reviews at defined intervals of Quality Management System are made. Internal reviews should consider:
 - a) Results of reviews and verifications carried out.
 - b) Evaluations recollected of the service satisfaction from the user.
 - c) Records of status of the corrective and preventive actions.
 - d) Review the compliance of the goals in accordance with the management indicators.
 - e) Results of the contingency plans.
 - f) Register of actions as a result of the improvement opportunities presented by members of the office, users and third parties.

3. The judicial office must coordinate logistics with the staff to provide support in conducting reviews and quality verifications.

4.5 Management of improvement opportunities and nonconformities

1. The judicial office must ensure the existence and application of a protocol to identify, correct and record opportunities for improvement, corrective and preventive actions, product of detected nonconformities in the processes of review and verification. This protocol must:
 - a) Register opportunities for improvement and nonconformities.
 - b) Establish the analytical process of improvement opportunities and nonconformities.
 - c) Establish the procedure for monitoring the preventive and / or corrective actions to ensure the prompt resolution of the nonconformity and prevent concurrency.
 - d) Record the results of the actions that were taken.
 - e) Follow up actions
 - f) Close down the actions

4.6 Risk assessment

1. The judicial office must integrate the quality management system, the processes of risk assessment in order to take action according to the appropriate risk management.

Note: The judicial office transversely adopts the implementation of the Standard GICA-Justice established the lineaments for continuous improvement cycle, the following are defined:

- a) The analysis of the quality objectives.
- b) The review compliance of the goals, through management indicators.
- c) Identifying opportunities for improvement.
- d) The establishment and implementation of corrective and preventive actions.
- e) Measuring the satisfaction of the requirements of service of the user.
- f) The results of the reviews and quality verifications.
- g) The analysis of any other information or factor that affects the operation of the office.

- ANNEX: Concepts, structures and vocabulary

This annex describes the fundamentals of quality management systems and accreditation of judicial offices is described, specifying its own terminology, and a convention of language used in the standard GICA-Justice: Organization of the judicial office.

a) Concepts

i. Integral Quality Management and Accreditation Justice (GICA- Justice)

Integrated Quality Management and Accreditation for Justice abbreviated by its acronym GICA-Justice and corresponds to the integral quality management model and standards related to justice sector organizations.

ii. Family of standards

The term refers to the family of GICA-Justice rules designed to establish the quality management standards for the various institutions in the justice sector. The GICA-Justice family will initially consist of the following standards:

- Organization of the Judicial Office
- Government Judicial Authority
- Organization of the Administrative Office
- Organization of Public Ministry
- Organization of Public Defense
- Organization of the Judicial Police
- Organization Private Offices

iii. Standard

The term refers to the Standard-Justice GICA in particular, belonging to the family of GICA-justice standards.

iv. Standard GICA-Justice: Organization of the Office Judicial

This standard specifies the requirements of quality management for the offices that have jurisdiction within the national judicial structure.

b) Structures of the Quality Management System

i. Institutional Quality Management Instance

This instance is designated by the organ of the Judicial Government to focus the work of coordination, planning, training, implementation and standardization of systems of quality management in various offices that undergo an accreditation process with any of the GICA-Justice standards. This instance has the following general functions:

a) Institutional Management of the Quality Management System

This function is the coordination with the different organs of the judicial institution for support and creation of management tools of any department or office that aims to be accredited with some of the GICA-justice standards. It also serves as a communication channel with the National Quality Institution and Accreditation Justice Institution.

b) Institutional coordination of the implementation processes

It is the function of centralization, custody and bank approval of protocols, transversal to all the judicial institution, so that procures the management of internal resources, to provide logistical and training support in the accreditation processes that institutionally are in coordination, also to contribute to the replicability of management systems.

c) Internal Verification of the Department or Office

It is the function of coordination and execution of business or office verifications, in order to check the suitability of its quality management system for its accreditation or reaccreditation. The evaluation team is comprised of an interdisciplinary group of managers of quality of the judicial organization itself, who must have proven experience in accreditation processes. This team is particularly formed for the execution of the task of verification.

d) Training

This function consists in coordinating the training required by the departments or offices in order to comply with the redesign of processes required for the execution of any of the GICA-Justice and subsequent accreditation standards. This approach includes:

- Organizing awareness activities on issues of quality management in the departments or offices that intends to undergo an accreditation process.
- Training of managers and internal evaluators on issues of process redesign and implementation of quality management systems.
- Active participation in networks of quality management in judicial organizations, international entities of accreditation, conferences and seminars related to the subject of judicial quality management.

ii. National Entity of Quality and Accreditation for Justice

It is the national and official accreditation institution of administration of justice services. It is responsible for issuing the certificate of accreditation of the judicial offices that demonstrate the implementation of the standards defined by the standard GICA-Justice: Organization of the Judicial Office. This has a legal framework that defines its structure, functions and responsibilities, while ensuring full independence of judgment in their accreditation decisions.

This body focuses on the education and training processes of accreditation of institutions of the justice sector. Some activities with this body they are:

- Organization of open reflection and awareness activities on the subject of accreditation of institutions in the justice sector.
- Training the collaborators of the accreditation process, evaluators, pairs, readers and others.
- Active participation in networks of quality management in organizations of justice, international accreditation bodies, conferences and seminars related to quality management in justice.

a) Objectives

- Assess the quality of the departments and offices of the justice sector undergoing an accreditation process with any of the rules GICA-Justice.
- Recommend measures or action plans to address the weaknesses and deficiencies identified in the accreditation process.
- Being part of international organizations of management and accreditation of Justice.
- Promote and communicate the convenience and the benefits that a department or office of the justice sector gets when enters a process of accreditation of its quality management system in accordance with the rules proposed by some (s) of the standard (s) GICA.

b) Logistic to implement the accreditation process

- Administration and updating of physical and electronic accreditation documents.
- Maintaining a register of eligible employees for accreditation processes.
- Programming and monitoring of the accreditation process, results and improvement plans.

c) Glossary of Terms

i. Procedural acts

Events or occurrences defined by the procedural law of each subject.

ii. Quality Commission

Group of functionaries of a judicial office responsible for maintaining and implementing the Quality Management System.

iii. Reliable

The ability of a system to perform and maintain its functions both in normal circumstances as well as unexpected or adverse circumstances.

iv. Conformity

Compliance with a requirement of the Standard GICA: Organization of the Judicial office.

v. Judicial Office

Public agency whose main purpose is to exercise jurisdiction. Organized and created to fulfill the procedural steps that the law defines. It includes any office of first instance, second instance and / or courts of appeal or annulment.

vi. Documentation

Any physical or electronic record which evidences the existence of a quality management system in a judicial office and standardize its management practices.

vii. Document

Any physical or electronic object that has representative or declarative character, which comprise data used in order to prove something.

viii. Gender Equality

Process to enforce justice to both men and women, which implies the implementation of compensatory measures for the historical and social disadvantages that separate man to act on equal terms.

ix. Evaluator

The term "evaluator" can be divided into:

Internal Evaluator: quality manager with responsibility for internal verification of the office.

External Evaluator: person who is competent to perform verification, representative of the National Institution for Quality Management and Accreditation and the evaluation team.

x. Evaluation Team

There are two types:

Internal evaluation team: internal evaluators appointed by the Institution of Quality Management with the skills to carry out internal verification.

External evaluation team: external evaluators, representatives of the National Council of Quality Management and Accreditation with competence for performing an external verification of accreditation.

xi. Prompt

Opportune, consistent with the natural limitations of the procedural acts and /or formalities.

xii. To Guarantee

Action of compliance with a specific requirement of the Standard GICA- Justice: Organization of the Judicial Office.

xiii. Management

The administration of the variables involved in the development of management practices, such as deadlines, formalities, resources, indicators, and others.

xiv. Input Management

Administration of the transversal management processes of the entire judicial process, involving the entry of documentation to the judicial office, to fulfill the purposes of the process.

xv. Management of records, documents and files.

Is the administration, registration and control of the documentation related to Judicial process.

xvi. Deadlines Management

Management and control of the term or time that was indicated for a specific activity. To carry out the management of deadlines required to establish performance indicators.

xvii. Resource Management

Joint activities of the judicial office to plan and control the resources that are provided or assigned.

xviii. Management of resolutions

The administration of the transverse procedural acts to the judicial process, in order to be dictated appropriate to meet the user's rights.

xix. Output Management

Administration of the transversal management processes of the entire judicial process involving the exit of documentation to the judicial office, to fulfill the purposes of the process.

xx. Manager of Quality

Person with proven ability at the internal of the judicial organization and / or with the responsibilities for planning, coordinating and implementing the quality management system within the Judicial Office in coordination with the Institutional Instance of Quality Management.

xxi. Gender equality

Equal evaluation of the similarities and / or differences between men and women, according to their different roles in society.

xxii. Management Indicators

Instruments used to monitor the efficiency of management processes and display the result and its quantitative trends. Allow to identify areas of opportunity for implementing corrective and preventive measures.

xxiii. Instructional

All that documentation which are detailed in a specific manner, the steps a given management practice. It differs from a protocol for its level of detail; an instructional is more specific and a detailed than a protocol.

xxiv. Defined Intervals

Preestablished time period, determined by those responsible for the quality management system. They must be documented so as to allow continuous improvement of the judicial office.

xxv. Quality Manual

Documentation that use the Judicial Office to explain the structure of the Quality Management System. Refers to the objectives, protocols, instructions and records that make up the Quality Management System of the Judicial Office.

xxvi. Mapping

Quality tool used in the Judicial Office to identify and analyze the sequence of activities and their interrelationships. It helps identify the activities that add no value and cause delays in the judicial process, damaging the quality of service provided to the user.

xxvii. Measurable

Need to quantify an item or activity that needs to be verified.

xxviii. Corrective actions

Actions that the judicial office takes to eliminate the cause of non conformity or other undesirable situation detected in an internal verification or a verification of accreditation.

xxix. Preventive actions

Actions that are taken by the judicial office to prevent the occurrence of a potential non conformity or undesirable.

xxx. Electronic media

Media that combine telecommunications and computing.

xxxi. Physical media

It is any physical instrument that can be used operationally in management practices in order to achieve a specific goal.

xxxii. Continuous improvement

Gradual increase in the efficiency of the management practices of a judicial office in order to achieve stability of these. The identification of formalities, procedural acts and general activities that are carried out in the Judicial Office is required to perform a continuous improvement. Furthermore, it is a set of development tools, analysis and monitoring that allows the scope of the quality objectives set by the Judicial Office. It is a recurring effort to improve the capacity of the service delivery and / or management practices in the pursuit of the customer satisfaction. Efforts may seek incremental improvements over time, or radical improvements in a moment.

xxxiii. Non conformity

Not comply with a standard GICA-Justice: Organization of the Judicial Office.

xxxiv. Quality objectives

Are the purposes or goals that the Judicial Office proposed to comply in a defined time interval. Must direct resources and efforts to meet the requirements of quality management system.

xxxv. Support offices

Refer the term of "competent body".

xxxvi. Opportunity for improvement

Possibilities that the Judicial Office has to improve the efficiency of one or more management practices.

xxxvii. Competent Body

Also called "technical support office". It is an internal dependence of judicial organization that provides support for the proper functioning of the Judicial Office.

xxxviii. Users

It is any person with rights and duties before the law, either natural person or legal entity.

xxxix. Gender

Different visions between men and women due to their gender, which leads to the assessment of certain practices, behaviors, actions, omissions, situations and circumstances in a different manner. It covers the different perceptions of human beings based on their socioeconomic status, age, religion, ability, ethnicity, sexual preference, among others. Part of the fact that there is no single subject of knowledge, but rather women and men in characterized scenarios by social diversities, where social institutions providing services must be adapted to the particular needs.

xl. Resource planning

See **Resource Management**.

xli. In vulnerable conditions populations

It refers to those who because of their age, sex, physical or mental state, social, economic, ethnic and / or cultural circumstances, that face particular difficulties in fully exercising their rights recognized by law before the justice system. They are considered causes of vulnerability : age, disability, belonging to indigenous communities or minorities, victimization, migration and internal displacement, poverty, gender and deprivation of liberty. Determining vulnerable populations in a given country state depends on its specific characteristics and level of social and economic development.

xlii. Management processes and management practices

Set of procedures, actions and general activities coordinated and / or organized by the Judicial Office and are held for a particular purpose. In general, it refers to management activities, provision of resources, implementation of the judicial process and measurements, among others.

xliii. Judicial Proceedings

Rules, procedures or formalities required for the judicial development process.

xliv. Judicial process

Jurisdictional process developed as a sequence of procedural acts between the judge and the parties started with the exercise of the action and concluded by issuing the final judgment.

xlv. Propitiate

Action to promote a requirement of the rule is executed even if it is not within the full scope of the Judicial Office. The action of propitiate demonstrates the commitment of the Judicial Office to achieve a particular requirement of the Standard GICA-Justice: Organization of the Judicial Office.

xlvi. Protocol

It corresponds to the documentation of management practices that are executed in the judicial office to meet the jurisdictional acts defined by law. It is the specification of a sequence of activities, tasks, steps and decisions that must be executed in the same manner to obtain the same result in the same circumstances.

xlvii. Resource

Human asset or material that is available to satisfy a need, to carry out a task or achieve a specific result.

xlviii. Registry

Any documentation formats used to collect data and present the results or evidence of activities performed in the Judicial Office.

xlix. Request

A need or mandatory expectation.

I. Internal Reviews

The self-assessments made by the quality commission to ensure compliance with the objectives of the quality management system.

li. Monitoring

Linked to the concept of control or search, validation and corroboration of the compliance of:

- Requirements of the user.
- Expected results of the execution of corrective measures.
- Goals of the quality objectives indicators.

lii. Judicial Employee

Any person that performs: jurisdictional, administrative or other functions within the judicial organization in general.

liii. Quality management system

It is the way in which the Judicial Office directs and controls the activities associated with quality, so that its organizational structure, activities and resources are aligned to meet the requirements of the user.

liv. Computing system

Set of interrelated elements, such as computer equipment, software and human resources, required for processing data and information within the judicial office.

lv. Formalities

Each necessary proceeding to support the implementation of jurisdictional acts defined by law.

lvi. Validation

Validation as well as verification, except that this term focuses on the fulfillment of the users requirements.

lvii. Verifiable

Feature or possibility that an item or activity is subject to verification.

lviii. Verify

The action of carrying out verification.

lix. Verification

In terms of verification is an objective confirmation by presenting evidence of compliance with the requirements of the standard GICA-Justice: Organization of the Judicial Office.

lx. Quality Assurance

Is the systematic, independent and documented process for obtaining evidence and evaluating it objectively in order to determine the level of compliance with the criteria of the normative.

For purposes of GICA-Justice rule, the verifications are divided into two types:

- Internal verifications or peer evaluations and quality managers.
- External verification conducted by the National Body of Quality Management and Accreditation.

Within the internal verification, the office, internally evaluate its quality management system, obtaining therefore the sharing of best practices of the pair of assessors, standardized implementation methodologies and generate feedback for the system itself through continuous improvement.

External verifications are carried out by independent organizations (National Organ of Quality Management and Accreditation) to ensure the validity of the evaluation. Such organizations provide the certification of the office or the registration in accordance with the requirements of Rule GICA-Justice.

