A Hierarchical Framework for Planning & Control in the Judicial System

I.M.W. (Ieke) Schrader[1 [0009−0004−1052−9327]], E.W. (Erwin) Hans[1 [0000−0002−6618−4661]], and J.M.J. (Marco) Schutten[1 [0000−0001−5924−223X]]

University of Twente, the Netherlands, i.m.w.schrader@utwente.nl

Abstract. The delivery of judicial services by courts involves a labour-intensive service supply chain attributed to a diversity of services within and between the law sectors, the scale of the courts, and the relationships with external organisations. Court operations are planned with the goal of maintaining accessibility for litigants in terms of timeliness and transparency while maintaining a balanced work environment for court staff. Despite current efforts, courts experience low clearance rates and high waiting times.

Given the societal importance of the judicial system and the vast number of operational challenges, it is surprising that so little research has been done within the OR/OM community. To classify the court's planning and control activities, we propose a hierarchical framework. Its aim is to facilitate a common language for research and practice. Concepts from widely used frameworks in domains such as healthcare, manufacturing, and project planning are studied as inspiration.

We use the framework to position the existing literature. In a case study of the Dutch judiciary, we analyse the various planning activities and position them into the framework. This facilitates the development of a research agenda and innovation strategy for the Dutch legal system.

Keywords: Hierarchical decision making, Framework, Resource capacity planning, Judicial System