

## **FOR IMMEDIATE RELEASE**

### **Delaware Judiciary Establishes Long-Term Partnership with the University of Delaware to Bring Proven Private Sector Process Improvement Management Techniques to the Judicial Branch**

The Delaware Judicial Branch is taking another step towards meeting Delaware Supreme Court Chief Justice Leo E. Strine, Jr.'s goals for the future of the Delaware Courts outlined last June in his State of the Judiciary address. In his remarks, the Chief Justice affirmed the Judiciary's commitment to providing Delaware's citizens with high quality and efficient services and investing in the professional development of its employees.

*"[W]e must be open to new ways of doing business by rethinking old processes and using technology wisely. . . . Capitalizing on technological innovations, such as high-quality electronic filing and case management software, requires a willingness to rethink old processes, with a view toward eliminating inefficient practices and adapting procedures to make full use of the technology." Chief Justice Leo E. Strine, Jr.*

In October, 2014, the Delaware Judiciary began a long-term partnership with University of Delaware's Alfred Lerner College of Business and Economics and the Division of Professional and Continuing Studies to institute Lean Six Sigma management techniques to maximize the Judiciary's ability to use technology well, manage growing caseloads with less need to increase staff, and analyze the information that technology captures to make improvements in judicial processes to better serve litigants. Training on Lean Six Sigma techniques began on October 30, 2014 and will extend through November 20, 2014 with the University of Delaware's experts, Judicial Branch administrative leadership, and key partners from the criminal justice system, including Robert Coupe, Commissioner of the Department of Correction; Kathleen Jennings, State Prosecutor; Brendan O'Neill, Public Defender; Drew Fennell, Criminal Justice Policy Advisor, Office of the Governor; and Nancy Dietz, Director of the Division of Youth Rehabilitative Services.

Lean Six Sigma is widely regarded as the most well-validated tool in process improvement and has been adopted by the federal government and the private sector. Over the next several years, training will be provided to Judicial Branch employees at all levels to develop skills in process improvement techniques. The long-term partnership between the courts and the University of Delaware will focus on instilling a common management culture that involves all managers and employees constantly looking for more efficient ways to do business and being open to change, and that seeks to serve the customers of the judicial system – litigants, the Bar, and the public generally – more effectively, promptly, and conveniently. This training corresponds with the Judiciary's efforts to eliminate outmoded processes to ensure the success of its future automation efforts, including the implementation of a new, statewide e-filing system for its criminal and civil courts. (Currently, different courts use different e-filing systems or do not have e-filing.) The adoption of these measures should result in significant cost savings and enhance Judicial Branch employees' capacity to better serve Delawareans.

*"Implementing and using technology well is an ongoing endeavor and can be difficult, especially when employees are very busy with their daily duties. That endeavor can be more effectively done if the Judiciary invests in its managers and front-line employees by giving them access to high-quality training in techniques in process improvement that have been proven to work in large organizations facing similar challenges in terms of managing large flows of information."* Chief Justice Leo E. Strine, Jr.

A Memorandum of Understanding memorializing the long-term partnership between the Delaware Judiciary and the University of Delaware will be signed by Chief Justice Strine and Dean of the Alfred Lerner College of Business and Economics, Bruce W. Weber, on November 13, 2014, during one of the final sessions of the initial Judiciary leadership training.

*"Lerner College faculty and students are eager and excited to work with the Delaware Judiciary on its operational process improvement program. I applaud Chief Justice Strine for charting an innovative path for the state's courts to operate at the highest level of effectiveness. Organizations today have great opportunities to use information technology and management methods to streamline*

*procedures and deliver high quality services. Our knowledge partnership will raise the satisfaction level of stakeholders of the Judiciary, and will bring our faculty's valuable insights to the state's court system, which is so important to Delaware."* Dean Bruce W. Weber, Alfred Lerner College of Business and Economics

**FOR FURTHER INFORMATION,  
PLEASE CONTACT AMY QUINLAN,  
ADMINISTRATIVE OFFICE OF THE COURTS**

**AT**

[Amy.quinlan@state.de.us](mailto:Amy.quinlan@state.de.us)

**302-255-0098**