

Date: March 19, 2014

Ref: 146/2014

To: The Honorable A.S.S.M. Zahirul Haque
Secretary (In-Charge), Law & Justice Division
Ministry of Law, Justice & Parliamentary Affairs
Government of Bangladesh, Dhaka, Bangladesh

Re: Notification regarding change of venue for Justice Torres' Workshops on International Framework for Court Excellence

Dear Honorable Sir:

First we would like to express our extreme gratitude for all your assistance regarding the matter of two workshops to be conducted by Justice Robert J. Torres from Guam on the International Framework for Court Excellence. As you know, we have planned two workshops, one and one half days each, the first scheduled on March 28th and 29th, and the second scheduled on March 30th and 31st.

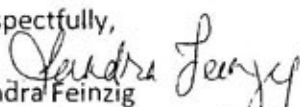
Due to circumstances beyond our control, we are requesting that you issue a notification regarding change of venue for these workshops. The confirmed venue is Hotel Rigs Inn, House #9, Road #23/A, Gulshan I, Dhaka 1212 (Just opposite of Gulshan Post Office), phone # 8813496, 8827322, 8825055.

For your convenience, I am attaching a map / directions for Hotel Rigs Inn, as well as the full address.

I am also attaching for your convenience the programme schedule for Workshop #1 and #2.

We would be most grateful if you could please share this information with the participating judges as well as the representatives from the Ministry who will be attending.

If you have any questions regarding this matter, please feel free to contact me immediately and again, sincere thanks for your cooperation in this regard.

Respectfully,

Sandra Feinzig
Chief of Party, USAID's Justice for All



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**Bangladesh Judiciary Workshop on
Implementing the International Framework for Court Excellence**

Venue: Rigs Inn Conference Room

Agenda- Workshop #1

Objective: Conduct two separate day and one-half workshops with Bangladesh judges on implementing the International Framework for Court Excellence (IFCE)

Faculty: The Honorable Robert Torres, Chief Justice Guam Supreme Court
Daniel J. Hall, Vice President National Center for State Courts

Locations: Dhaka, Bangladesh
Rigs Inn

Dates: March 28-29th

Materials: **The IFCE Implementation Guide (attachment and link)**
<http://www.courtexcellence.com/Implementation/Implementing-the-Framework.aspx>

The IFCE Self Assessment Scoring Templates (attachment & link)
<http://www.courtexcellence.com/Resources/Self-assessment.aspx>

Friday, March 28

9:30 - 10:00 AM Registration and Refreshments

10:00 - 10:45 AM Presentation - Introducing the *Framework*

- How and why it was developed
- What is the Framework
 - 10 Values
 - The 7 Areas of Excellence
 - Performance Measures
 - Continuous Quality Improvement

10:45 - 11:15 AM Presentation & Group Discussion
Explaining How the *Framework* Can Be Used

- Assessment
- Prioritization
- Planning
- Implementation
- Measurement

11:15 – 12:45	Small Group Exercise 1 - Assessing your Court (1 hour) Sharing the results of the of the exercise (30 minutes)
12:45- 2:00 PM	Prayers
2:00 - 2:30 PM	Lunch
2:30 - 3:00 PM	Presentation - Measuring Performance: What Are the Possible Measures and How to Use Performance Measures for Monitoring Improvement
3:00 – 4:00 PM	Small Group Exercise 2 - Identifying Appropriate Measures for Each of the Assessed Areas Sharing the results of the exercise
4:00 - 4:15 PM	Presentation - How to Use a Continuous Quality Improvement Cycle to Address those Problems.
4:15 – 5:00 PM	Group Exercise 3 - Each small group takes a problem that participants have identified in a pre-workshop survey and chart how they would address that problem using a quality improvement process
5:00 PM	Adjourn for the Day

Saturday, March 29

9:30 - 10:00 AM	Sharing the results of Exercise 3
10:00 - 10:45 AM	Presentation & Discussion - Introducing Change in a Court / Understanding the Benefits of Engaging in Continuous Quality Improvement
10:45 - 11:00 AM	Break
11:00 – 12:30 PM	Group Exercise 4 – Setting Priorities/Developing an Implementation Plan (1 hour) Sharing the Results of the Exercise (30 minutes)
12:30- 1:00 PM	Wrap up and Certificate Ceremony / Adjournment
1:00 PM	Luncheon



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BANGLADESH



**Bangladesh Judiciary Workshop on
Implementing the International Framework for Court Excellence**

Venue: Rigs Inn

Agenda- Workshop #2

Objective: Conduct two separate day and one-half workshops with Bangladesh judges on implementing the International Framework for Court Excellence (IFCE)

Faculty: The Honorable Robert Torres, Chief Justice Guam Supreme Court
Daniel J. Hall, Vice President National Center for State Courts

Locations: Dhaka, Bangladesh
Rigs Inn

Dates: March 30-31st, 2014

Materials: The IFCE Implementation Guide (attachment and link)
<http://www.courtexcellence.com/Implementation/Implementing-the-Framework.aspx>

The IFCE Self Assessment Scoring Templates (attachment & link)
<http://www.courtexcellence.com/Resources/Self-assessment.aspx>

Sunday March 30th

9:30 - 10:00 AM Registration and Refreshments

10:00 - 10:45 AM Presentation - Introducing the *Framework*

- How and why it was developed
- What is the Framework
 - 10 Values
 - The 7 Areas of Excellence
 - Performance Measures
 - Continuous Quality Improvement

10:45 - 11:15 AM Presentation & Group Discussion
Explaining How the *Framework* Can Be Used

- Assessment
- Prioritization
- Planning
- Implementation
- Measurement

11:15 - 12:45 PM	Small Group Exercise 1 - Assessing your Court (1 hour) Sharing the results of the of the exercise (30 minutes)
12:45 – 1:15 PM	Presentation-Measuring Performance: What Are the Possible Measures and How to Use Performance Measures for Monitoring Improvement
1:15 – 2:15 PM	Lunch and Prayers
2:15 - 3:30 PM	Small Group Exercise 2 - Identifying Appropriate Measures for Each of the Assessed Areas (1 hour) Sharing the results of the exercise (15 minutes)
3:30 – 4:00 PM	Presentation - How to Use a Continuous Quality Improvement Cycle to Address those Problems.
4:00 – 5:00 PM	Group Exercise 3 - Each small group takes a problem that participants have identified in a pre-workshop survey and chart how they would address that problem using a quality improvement process
5:00 PM	Adjourn for the Day

Monday March 31st

9:30 - 10:00 AM	Sharing the results of Exercise 3
10:00 - 10:45 AM	Presentation & Discussion - Introducing Change in a Court / Understanding the Benefits of Engaging in Continuous Quality Improvement
10:45 - 11:00 AM	Break
11:00 – 12:30 AM	Group Exercise 4 – Setting Priorities/Developing an Implementation Plan (1 hour) Sharing the Results of the Exercise (30 minutes)
12:30 – 1:00 PM	Wrap Up and Closing Ceremony/ Adjournment
1:00 PM	Luncheon