Six years of continuous success at the Judiciary of Chile

QPR provides the Judiciary of Chile with the technological support they need to improve and reinforce their capabilities of achieving their mission - to bring quality justice to the people.

Organizations belonging to Chile's judicial branch have implemented an automated strategy and performance management system using QPR software as a technology platform. QPR is integrated with the information systems of the Judiciary to obtain updated, relevant data automatically without error. The QPR platform is used at 8 central departments and 17 regional administrations throughout the country.

About the Judiciary

Chile's Judiciary is one of the three branches of the government set up to sustain the democratic rule of law in the Republic of Chile. It includes courts and tribunals for civil, criminal, labor and family jurisdictions, to mention a few. The Judiciary's mission is to provide all citizens with quality justice that is timely and focuses on building trust among citizens, strengthening democracy and contributing to social peace.

At the top of Chile's judicial organization is the Supreme Court, under which 17 Courts of Appeal operate, located in different regions of the country. In addition, there are also 465 Courts of First Instance in the country.

The different phases of the initiative

The first QPR Metrics licenses were acquired in 2009 to strengthen the dashboards that the judiciary used at that time, and to facilitate the communication between different units. The implementation was started with a migration of the first Key Performance Indicators (KPIs) into QPR's performance management software, which were defined using the Balanced Scorecard (BSC) methodology.

Based on the positive experience with the first dashboards, the Judiciary began to expand the use of QPR Metrics by acquiring more licenses to accommodate for the reporting needs of the various courts in the country.

PODER JUDICIAL
REPÚBLICA DE CHILE

NovaGest
Poniendo la Estrategia en Acción

Customer name
Judiciary of Chile

Website
www.pjud.cl

Country
Chile

Industry
Public

Challenge
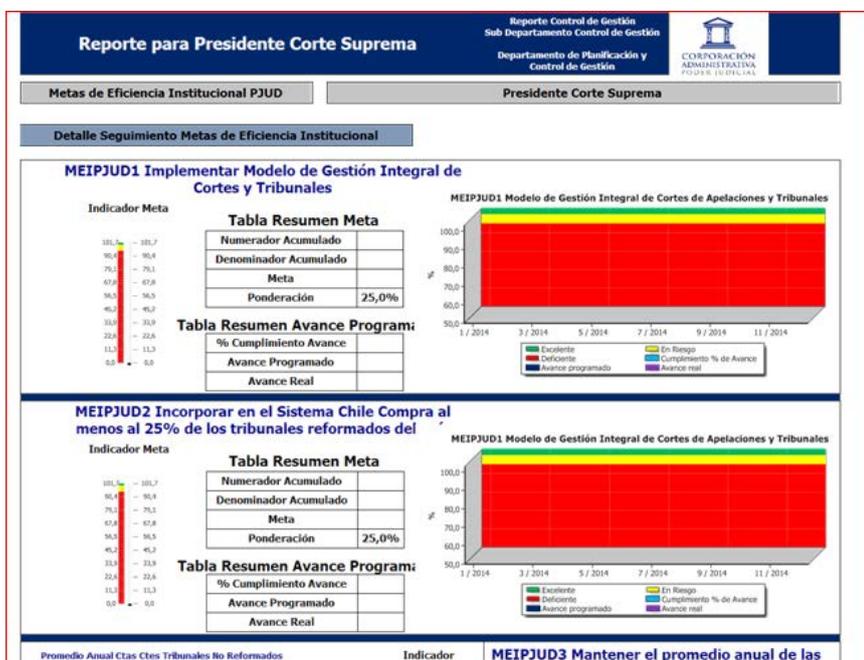Centralized management of performance and strategy execution

Solution
Single automated system for managing strategy, performance, processes, communication and reporting

Methodology
Balanced Scorecard

QPR products used
QPR Metrics and QPR ProcessDesigner

In 2013, the Judiciary took on QPR's business modeling tool, QPR ProcessDesigner. The executive management at the Supreme Court, the Courts of Appeal and the Courts of First Instance now have the technology platform needed to align KPIs and processes – forming a comprehensive governance system for performance management.

After the alignment of operations and strategy, the Judiciary started integrating their IT systems to QPR in mid-2014. Now the data that resides in third-party IT systems is automatically updated in the KPIs of QPR Metrics, reducing the effort of reporting and the possibility of errors in data consolidation.

"QPR provides us with the perfect technological support for the improvement and reinforcement of our capabilities to carry out our mission of providing quality justice to Chileans as efficiently as possible" says Catalina Ruiz Sánchez, Management and Process Specialist, Judiciary of Chile.

The Judiciary now has over 900 QPR licenses that allow users to utilize the software as the primary technology for performance monitoring, communication and reporting.

Benefits

All management information related to BSC are in a centralized system. This includes the results of the current and past periods, goals, performance traffic lights, external files, comments, actions, etc. Information regarding the Judiciary's achievement of its goals is timely, error free and available online for different stakeholders. Each department and regional administration can also update KPI data, attach supporting documentation and create actions in the QPR web portal. In addition, the Judiciary's administrations and Courts can access management dashboards online through the QPR Portal and schedule automatically generated reports to be shared via email.

Highlights of the QPR solution

- Excellent support by local QPR partner NovaGest
- Easy to use and maintain
- Excellent value for money

About NovaGest

SA NovaGest offers its clients a strategic alignment solution based on Balanced Scorecard (BSC), including BSC consulting services and the sale and implementation services of advanced, easy to deploy management software offered by QPR Software.
http://www.novagest.cl/

About QPR Software

QPR Software Plc (Nasdaq Helsinki) provides solutions for strategy execution, performance and process management, process mining and enterprise architecture in over 50 countries. Users of QPR Software gain the insight they need for informed decisions that make a difference. With 25 years of experience, 2 000 customers and over a million licenses sold, QPR's products are highly regarded by industry analysts and customers alike.
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