

CASEFLOW MANAGEMENT EXCELLENCE: A CHALLENGE TO COURT MANAGERS

[From the 2008 National Association for Court Management (NACM) Conference Keynote Address by Ernest Friesen]

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| 1. Does your court have rule-defined time and performance expectations for parties? | Yes | No |
| 2. Do you know by how much your performance exceeds time standards? | Yes | No |
| 3. Do you continue cases on the mutual consent of the parties? | Yes | No |
| 4. Does your court obey the law with respect to having motions for continuances made in writing? | Yes | No |
| 5. Do you count the reasons given for continuances in your court? | Yes | No |
| 6. Does your court have “cattle call” calendars? | Yes | No |
| 7. Do you know the three most common reasons for delay in your system? | Yes | No |
| 8. Do you understand the basic premises of caseload management so that you are able to apply them to any kind of case (i.e., criminal, civil, family, etc.)? | Yes | No |
| 9. Are lawyers prepared when they come into your courtrooms? | Yes | No |
| 10. Are systemic problems addressed directly in your court? | Yes | No |