

# Lean leads the introduction of the paperless court in Victoria



## Problem statement:

Victorian court processes are steeped in tradition and change has been traditionally slow to implement. Case files are paper based and require documents to be submitted manually (by hand or post). Documents are submitted incomplete and require chasing further information. Re-work, double handling and waiting for additional information is creating long lead time to process.

## Goal Statement:

Reduce the labour effort and lead time to lodge case records. Reduce case backlog and waiting time. Reduce document lodgement and handling error rates. Develop a culture of continuous improvement.

## Methodology:

- Developed Lean Leadership capabilities.
- Created Leadership mind-set to provide staff with the time and resources to design and implement productive processes and sustainable systems.
- Trained staff in Lean Thinking process improvement principles, tools and techniques.
- Engaged staff to see work differently and identify opportunity to improve process flow and make work easier.
- Process mapped and improved document, information and communication workflows.
- Developed User Requirements for the design of an electronic workflow.
- Supported implementation of new processes, systems and practices.
- Build internal capability in Lean Thinking methods.



## Outcome:

- World leader in the County and Supreme Court of Victoria in electronic lodgement of case documents.
- Reduction in non value adding activity
- Increased output and lead time reduction.
- Improved user experience.
- Release of labour capacity to reinvest elsewhere.

***"Never realised how much time we waste chasing paperwork"***

## Introduced the paperless court to Victoria



**Engage staff to improve the way they work and be more productive**