

The focus of the research is the organisation of Italian courts and the Italian judicial system. In this particular case the research is inspired by the need to help to solve a particular problem, and by the attempt to transfer ideas and practices developed or identified in other contexts to our judicial system. This is often the result of work carried out during training courses for office staff.

Main projects

- Customer satisfaction in Courts

- First study of surveillance magistracy system

- Clerks office organization in Public Prosecutor's Office

- Organization and design of Wiretapping Center

Main related publications

Davide Carnevali e Roberta Favari, La qualità del servizio giustizia nella percezione degli utenti, Strumenti per la formazione, Ministero della giustizia, 2007

Marco Fabri, [Amministrare la giustizia: governance, organizzazione, sistemi informativi](#) , CLUEB, Bologna, 2006

