



Optimiza prepares a Non-Criminal Record Certificate for the Jordanian Ministry of Justice (MoJ)

The Ministry of Justice was established in 1921, as the executive arm of the Jordanian judiciary. Since then, the Ministry has aimed to achieve the country's vision of ensuring justice for its people, anchoring the values of equality and equal opportunity, and maintaining citizens' rights as stipulated in the constitution and guaranteed by law.

The Ministry has translated its vision into action. It has improved the standards of the Jordanian judicial system, strengthened judicial integrity and independence, supported the judiciary with qualified human and modern technical resources, and developed judicial methods and procedures according to proven best international practice. With this, the Ministry strives to achieve absolute equality of Jordanians before the law and to increase Jordan's economic competitiveness.

The main objective of MoJ was to improve the non-criminal record certificate issuance service to the public; by:

- Reducing time to access and deliver the service
- Simplifying processes and procedures necessary to render the service
- Improving the quality, cost, accessibility, and speed of delivering the service

The goal of the Project was to perform a detailed design and implementation of necessary organizational, business and infrastructure changes/ upgrades.

The main activities conducted by Optimiza in order to meet MoJ's objective were:

- Performing Business Process Re-engineering (BPR) on the current environment.
- Developing Human Resources Management (HRM) documentation and organization re-structuring to meet the new to-be model.
- Amending policies & procedures where needed.

Consequently, the team had been able to achieve tangible results covering the following:

- Process timeline optimization reached 50% on major activities
- 90% of the internal paperwork was eliminated and replaced by electronic forms
- All Communication by fax and official letters between government entities was eliminated.
- A new set of procedures were introduced to provide the service in English
- The new optimized processes is expected to increase client satisfaction
- The new optimized processes shall decrease the workload of the Head Chief of The Court of First Instance