



La qualité de la justice - Tome 1: La qualité comme valeur (French Edition)

Laurent Berthier

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La qualité constitue un standard désormais inévitable au sein des services publics. Elle implique une nouvelle appréciation de ces derniers et porte en elle un ensemble de dispositifs techniques destinés à améliorer la prestation proposée. Son application au sein du service public de la justice est toutefois plus difficile à concevoir et en cela novatrice, dès lors que la justice se démarque des services publics ordinaires, par des principes d'organisation et de fonctionnement qui apparaissent, selon une première lecture, plutôt incompatibles avec les idées que sous-tend la qualité, comme la performance ou la productivité. Cependant, en tant que valeur, la qualité constitue un nouveau prisme à travers lequel peut être redécouverte la justice dans son ensemble : l'indépendance de la justice en sortira revisitée, la relation avec les usagers également, ces derniers aspirant à davantage de compréhension et de transparence dans le fonctionnement de la justice, tant administrative que judiciaire. S'y immisçant progressivement, la qualité peut alors servir d'instrument garantissant une progression constante du système judiciaire.

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