

Our Vision

To be a pioneering center of planning, development and performance quality assurance in the Ministry of Justice.

Our Mission

Contribute effectively in upgrading technical and administrative performance of the Ministry of Justice, through empowering human resources to achieve excellence and to cope with international standards of quality of services provided by the ministry, and contribute to the dissemination and development of legal awareness and culture.

Our Objectives

- **Participate in achieving the Ministry's vision, mission and strategic objectives, through robust planning and performance improvement.**
- **Utilize modern technology in planning, implementing and following up the ministry's activities.**
- **Ensure the consistency between the ministry's plans and programs with Qatar National Vision 2030 and National Development Strategies.**
- **Recruit innovative and specialized strategic and operational planning human capabilities for all the ministry's programs and projects.**
- **Contribute in creating an institutional culture focusing on total quality, and on clients centered services.**
- **Contribute in accessing the Ministry of Justice to an advanced and excellent rank in the list of service providing ministries and agencies locally, regionally and internationally.**

Programs of Quality 2015 – 2016

No	Program/Project	Activities to be Executed	Supporting Unit	Time line	Expected Outcomes	Required Budget	Performance Indicators	Expected Challenges	Procedures to Overcome Challenges
1	Prepare Institutional Performance Manual(IPM)	<ul style="list-style-type: none"> - Review performance criteria of IPM adopted by the Ministry of Development, and select the criteria that match with MOJ nature of work. - Explain the new manual to directors of departments. - Include performance criteria and indicators in departments operational plans 	Office of the Minister	Feb – Apr 2015	<ul style="list-style-type: none"> - IPM for MOJ. - Directors of department knowledge, understanding and know how to apply of IPM. - New operational plans with IP indicators. 	NA	<ul style="list-style-type: none"> IPM Minister approval. - Knowledge of how to apply IPM by directors of departments no less than 25%. 	<ul style="list-style-type: none"> - IPM does not cover ministry's detailed indicators. - Weak by in of the manual by department or/and no knowledge of how to use it. 	<ul style="list-style-type: none"> - Involvement of directors of department in selecting ministry's specific indicators. - Train directors in how to apply the manual.
2	Quality Policy(QP) Preparation	<ul style="list-style-type: none"> - Review best practices - select what is applicable to MOJ - Prepare the initial draft of QP. - Submit to the Minister for approval. - Share with departments. - Follow up the implementation. 	<ul style="list-style-type: none"> - Office of the Minister. - All other departments. 	Feb. 2015	Availability of QP document that can be used as a reference to evaluate administrative units' performance, and the performance of MOJ at large.	NA	Availability of strategic and operational plans that include measurable institutional performance indicators	Difficulty in getting the buy in from other administrative units of MOJ	<ul style="list-style-type: none"> - Approval of the policy from higher authorities. - Support approved QP by higher authorities guidance - Launch a communication activity to build understanding and awareness of QP

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3	Preparation of Ministry and Departments Operational Plans	<ul style="list-style-type: none"> - Current state analysis, diagnosis and development opportunities prioritization. - Assurance of consistency of plans with the functions stated in Amiri decisions 16 and 25 for the year 2014. - Prepare the ministry's operational plan 2015-2016. 	<ul style="list-style-type: none"> - Office of the minister All other administrative units of MOJ. 	March-May 2015	<ul style="list-style-type: none"> - Ministry's operational plan 2015 -2016 built on administrative units plans, and consistent with the Ministry's strategic plan 2013-2016. - Administrative units operational plans that include e-government projects, and consistent with MOJ strategic plan. - 	QR 5000	Implementation of projects according to measurable performance indicators	Lack of collaboration from administrative units.	<ul style="list-style-type: none"> - Enlarge planning team during the analysis and diagnosis phases of the preparation program. - Continuous follow up of Administrative units. - Continuous guidance and support from MOJ top management.

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4	Activation of Integration Mechanism between Departments	<ul style="list-style-type: none"> - Review the functions of targeted departments. - Prepare a list of similar functions. - Develop an integration framework for administrative units with similar functional responsibilities. - Clarify the framework to directors of integrated administrative units. - Follow up the application of the framework 	<ul style="list-style-type: none"> - Office of the minister - Administrative units with similar functional responsibilities. 	April 2015	<ul style="list-style-type: none"> - Overcome overlapping, conflict and ambiguities in functions and roles - roles demarcation 	NA	<ul style="list-style-type: none"> - Clear flow of work. - Faster exchange of information between integrated units. - improved quality of work. 	<ul style="list-style-type: none"> - Lack of cooperation. - Weak commitment for the application of the integration frame work. 	<ul style="list-style-type: none"> - MOJ support. - Minister's approval of the integration framework. - Commitment building, through framework application benefits clarification

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5	Measurement of Client Satisfaction	<ul style="list-style-type: none"> - Design questionnaires. - Select a representative sample of clients. - Run the questionnaire. - Analyze the results. - Communicate the results to concerned departments. 	<ul style="list-style-type: none"> - office of the Minister - All service providing units. 	October 2015	Client satisfaction report	QR 2000	Satisfaction level improvement by no less than 5% compared to 2014	<ul style="list-style-type: none"> - Selection of representative sample. - Lack of cooperation from concerned service units - Lack of client responses. 	<ul style="list-style-type: none"> - Coordinate with department of communication and public relations, and with all service providing units to support the measurement. - Educate client about the benefits they get from the results of the process.

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6	Preparation of Electronic System to Follow up the Implementation of Operational Plans MS Project	<ul style="list-style-type: none"> - Clarify the system to all intended users. - Run training sessions on how to use the system. - Follow up the application of the system. 	<p>Department of planning and quality</p> <p>The owner of the system Department of IS.</p>	2015	Effective mean to follow up the implementation of plans	QR10000	<ul style="list-style-type: none"> - Implementation efficiency - Accurate implementation results 	<ul style="list-style-type: none"> - Non-Availability of programmers - Lack of English Language users. 	<ul style="list-style-type: none"> - Study the capabilities of MIS within MOJ. - Utilize the capabilities of companies implementing MOJ other projects. - train users on how to use the English version of the system
7	Recruit planning and quality specialists.	<ul style="list-style-type: none"> - Recruit planning researcher and quality researcher. - Develop and implement planning training programs. - 	Department of Human Resources.	2015	Availability of planning staff	Within MOJ budget	Effectiveness and efficiency in executing planning and quality department tasks.	Non-availability of planning specialists.	<ul style="list-style-type: none"> - Search all possible sources. - Coordinate with QU to establish planning and quality programs. - Utilize planning and development programs run by the Ministry of Development