

BIBLIOGRAPHY & INTERNET RESOURCES

Caseflow Management

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[CourTools](#). **CourTools** is a set of ten trial court performance measures that offers court managers a balanced perspective on court operations. In designing the CourTools, the National Center for State Courts integrated the major performance areas defined by the Trial Court Performance Standards with relevant concepts from successful performance measurement systems used in the public and private sectors.

Trial Court Performance Standards & Measurement System. This measurement system is an invaluable resource for enhancing a court's ability to provide fair and efficient adjudication and disposition of cases. Please see specifically Performance Area 2 on Expedition and Timeliness.

National Association for Court Management. [Core Competency Curriculum Guidelines](#). Williamsburg, VA: National Association for Court Management, 2003.

[NCSC](#). **National Center for State Courts**. The mission of NCSC is to improve the administration of justice through leadership and service to state courts, and courts around the world. Through original research, consulting services, publications, and national educational programs, NCSC offers solutions that enhance court operations with the latest technology; collects and interprets the latest data on court operations nationwide; and provides information on proven "best practices" for improving court operations.

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