



## STATE JUDICIAL ADMINISTRATION OF UKRAINE

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Mr. Luigi Birritteri  
Head of Department for Judicial Organization

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Director General for Court Staffing and Professional Training

Mr Giovanni Tamburino  
President of the Surveillance Court of Rome

Ministry of Justice Italy

Kyiv, February 12th 2010

The State Court Administration of Ukraine presents his compliments to the Ministry of Justice of Italy, and wishes to congratulate its Senior Executive, **Mr Dario Quintavalle**, Court Manager at the Surveillance Court of Rome, for his outstanding contribution to the success of the "Seminar on Court Management", held in Kiev the 28<sup>th</sup> and 29<sup>th</sup> of January 2010, under the auspices of the "Technical Assistance and Information Exchange" (TAIEX) Programme of the European Commission.

Mr. Quintavalle presented his findings on "The Italian Judiciary", "Customer Satisfaction in the Public Administration", "Citizen-oriented governance", "The European Common Assessment Framework" to a selected panel of Senior Judges and Court Administrators from all over Ukraine.

Mr. Quintavalle's presentations offered valuable and very useful information on modern working methods and Court Administration techniques which were very much appreciated by the general audience.

We express our hope for other fruitful opportunities of cooperation among our administrations, and we send our best regards.

Sincerely,

Deputy Head of SJA



Olga Bulka