

Courts and Communication VI. International Conference Dr. Daniel Barcza 11.10.2018.



THE CASE OF THE COFFEE



HU





the incident



Police report



HU



the incident



Police report



1st summons

HU



the incident



Police report



1st summons

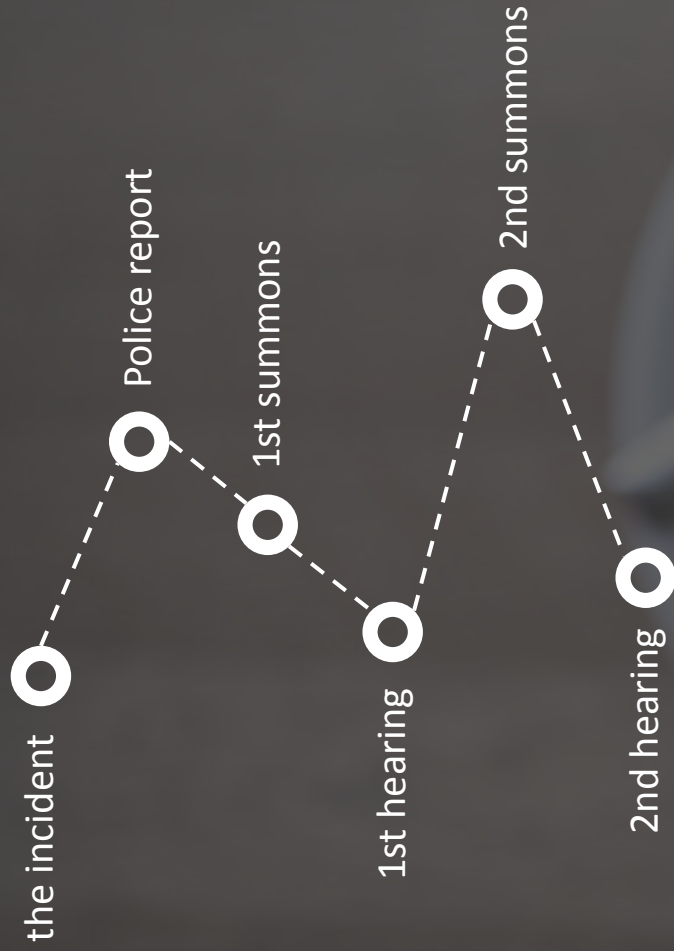


1st hearing



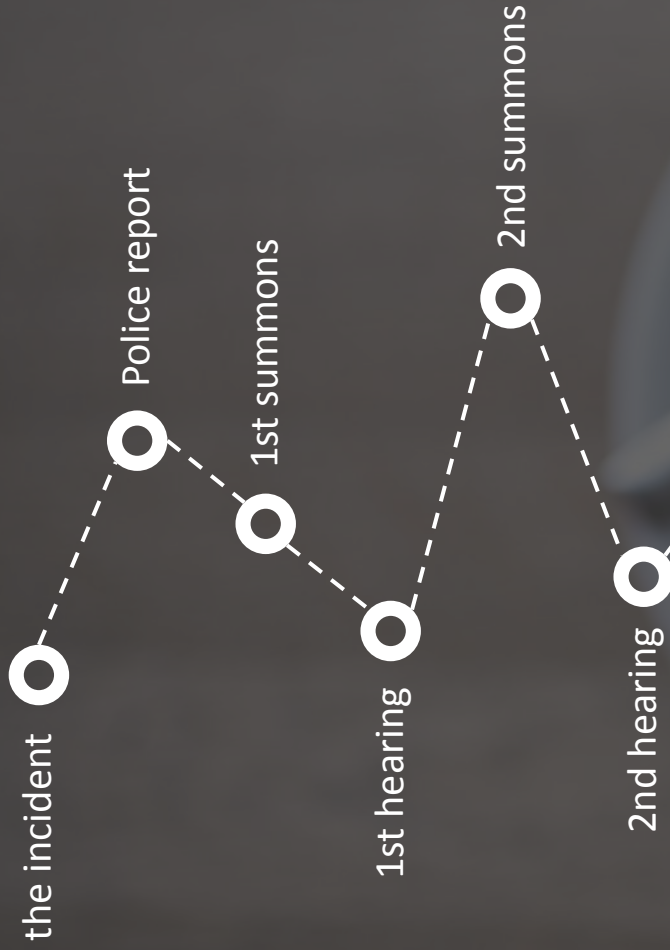
HU





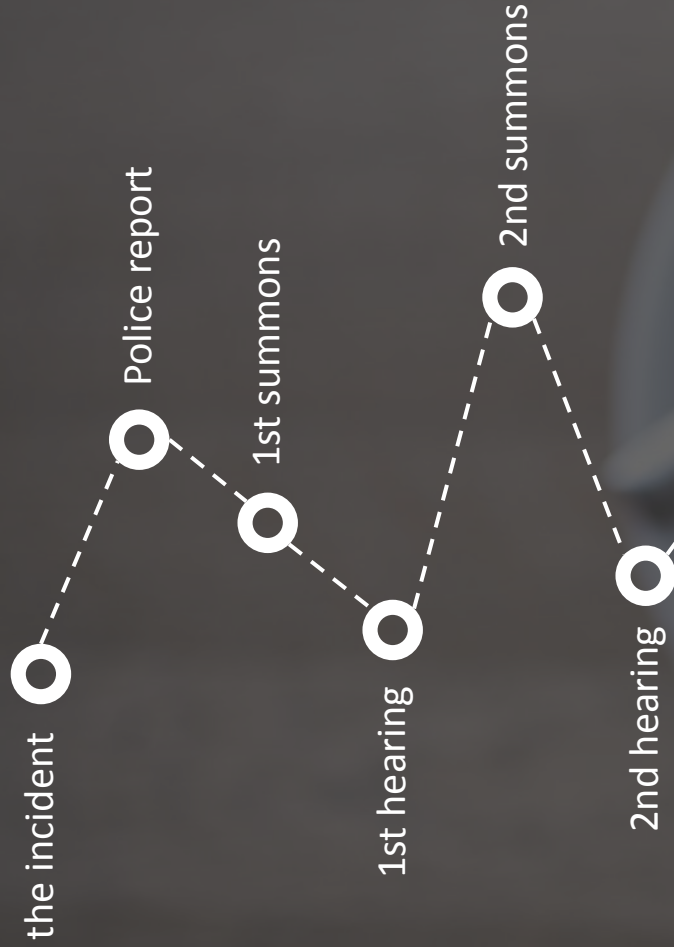
HU





DK





HU

DK

UK



the incident



Police report



1st summons



1st hearing



2nd summons



2nd hearing



3rd summons



3rd hearing



4th summons



the judgment

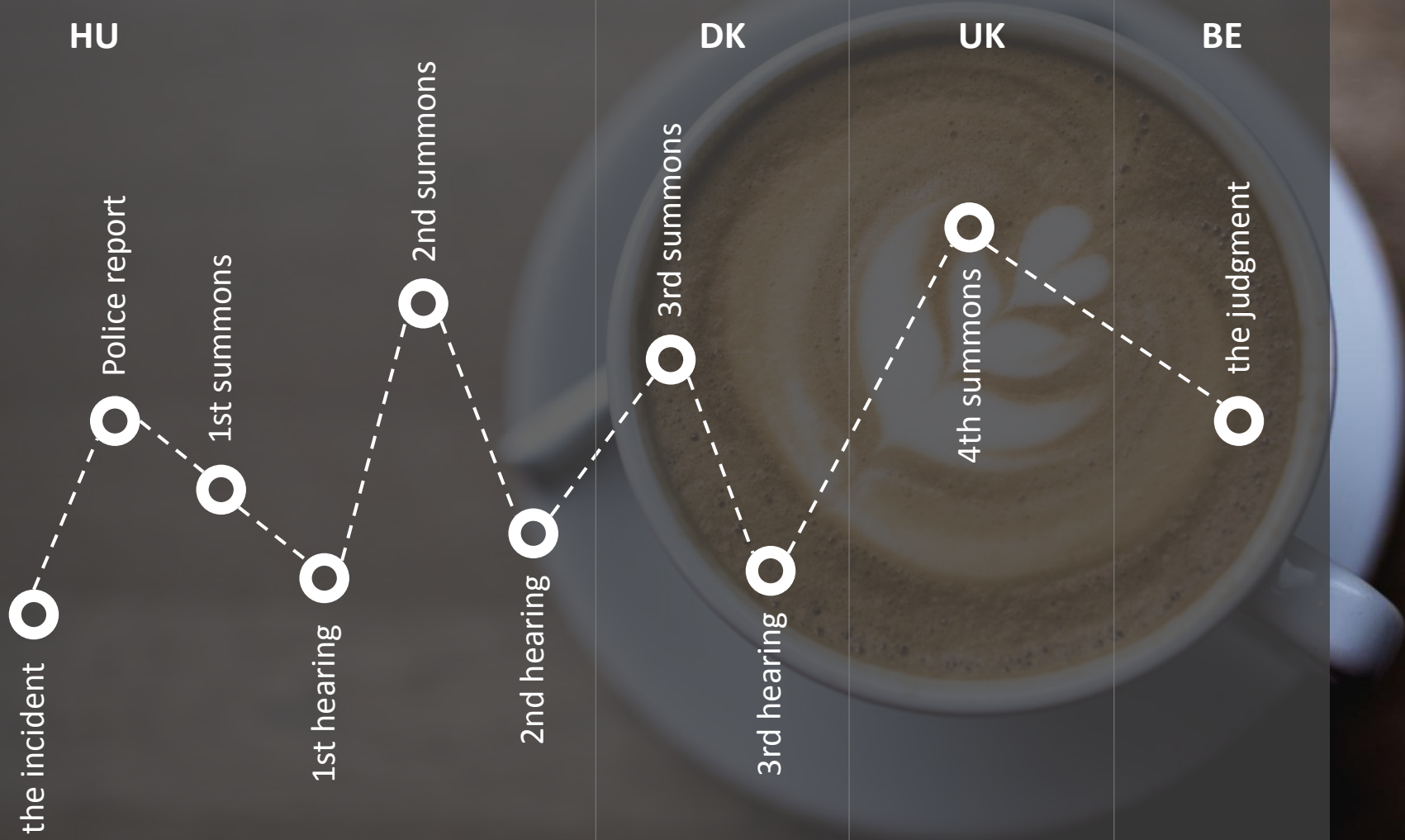


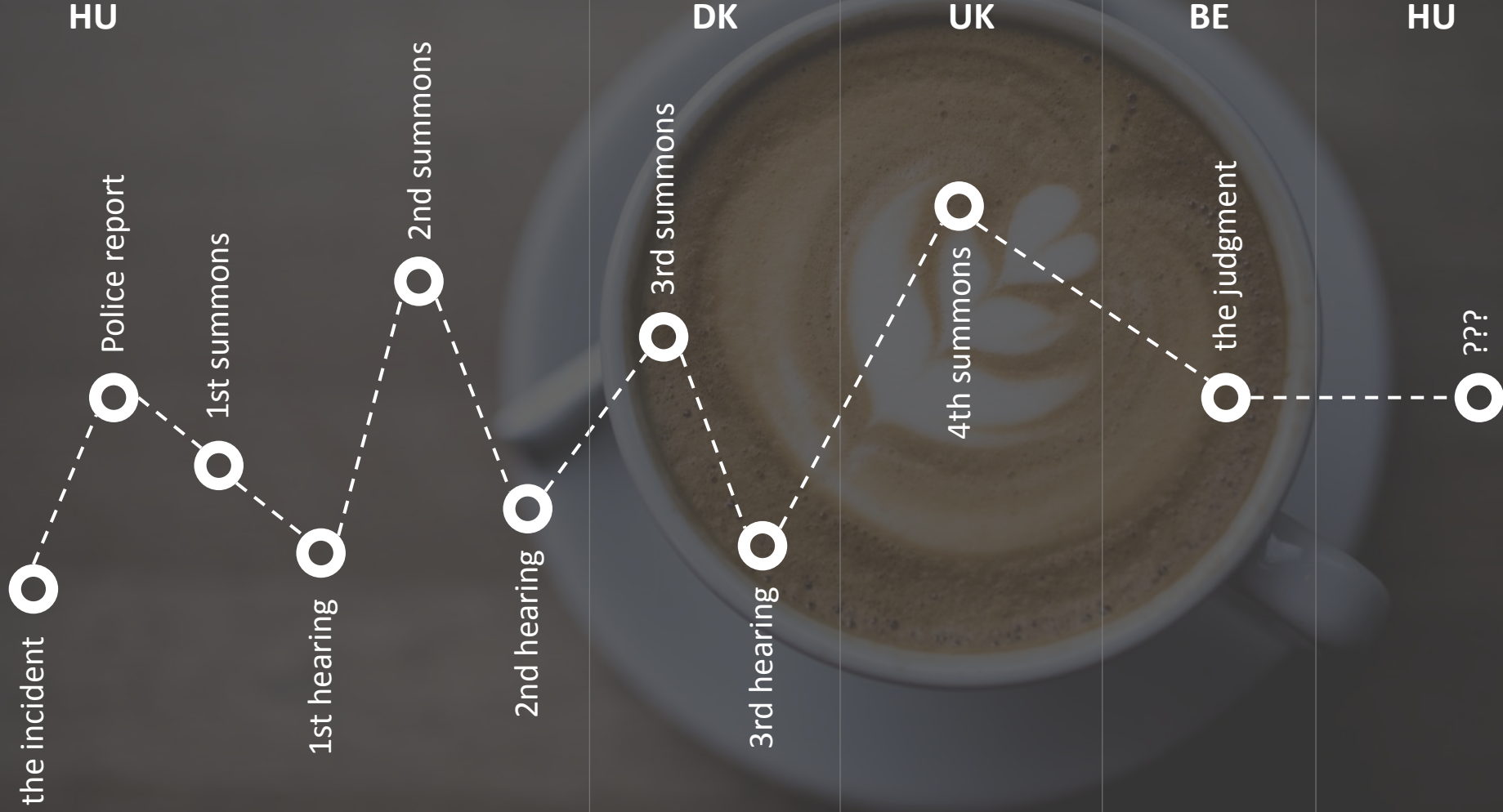
HU

DK

UK

BE





**IS JUDICAL SYSTEM A
CUP OF COLD COFFE?**

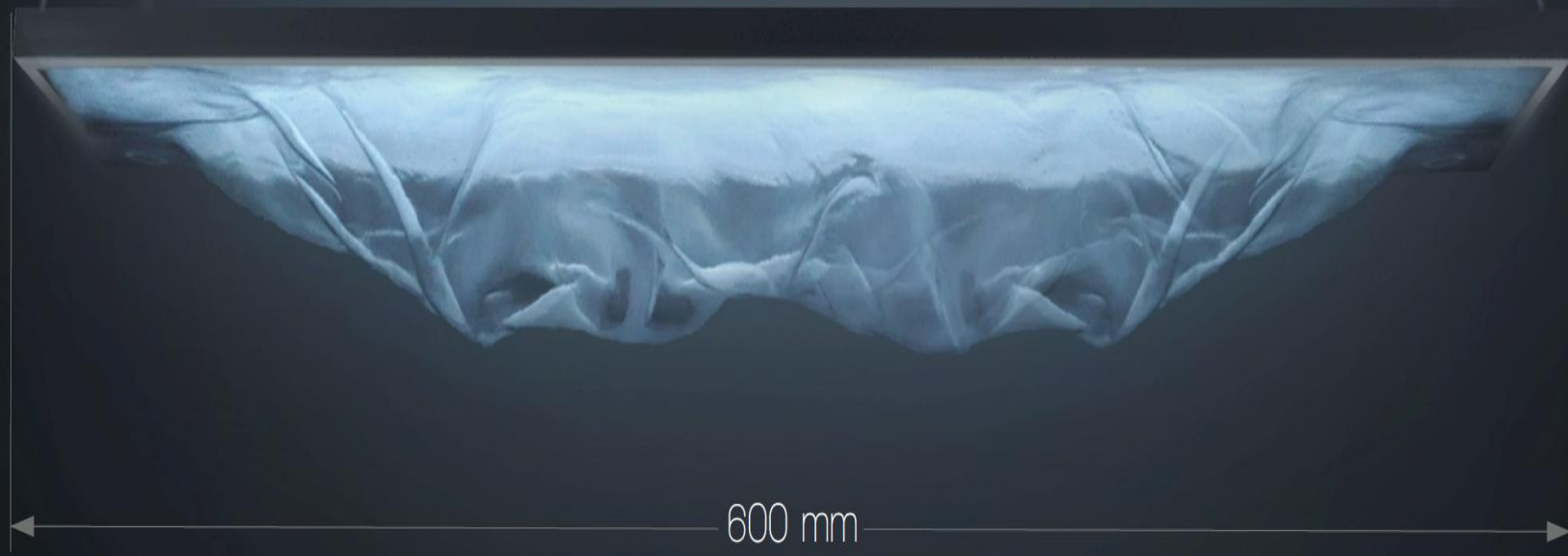


**DESIGN THINKING:
A DIFFERENT MINDSET**





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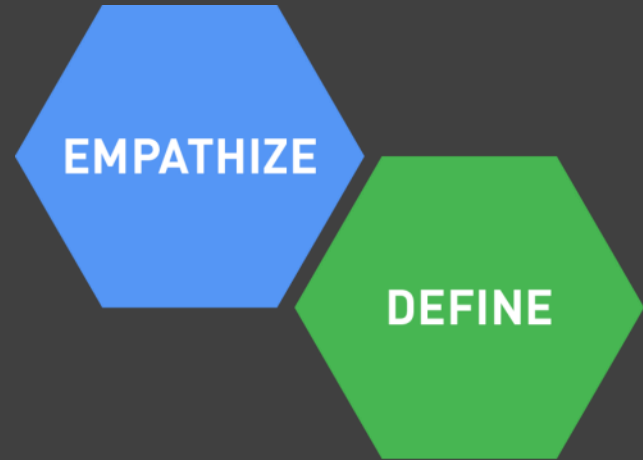


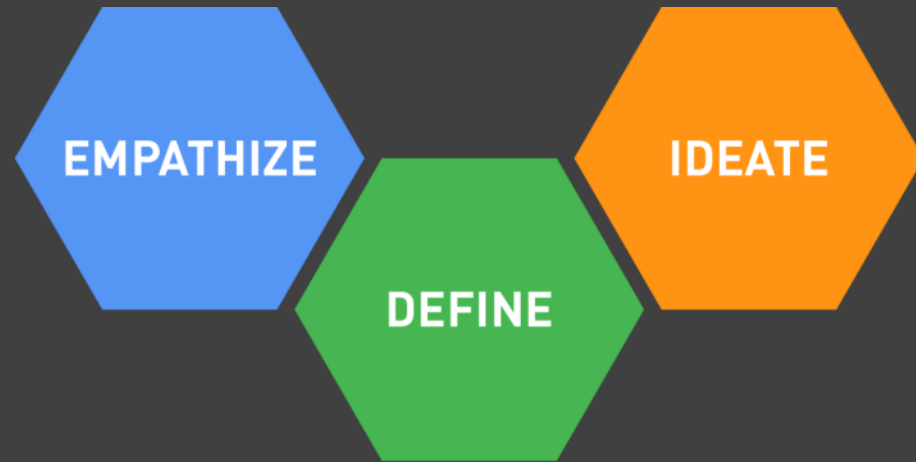


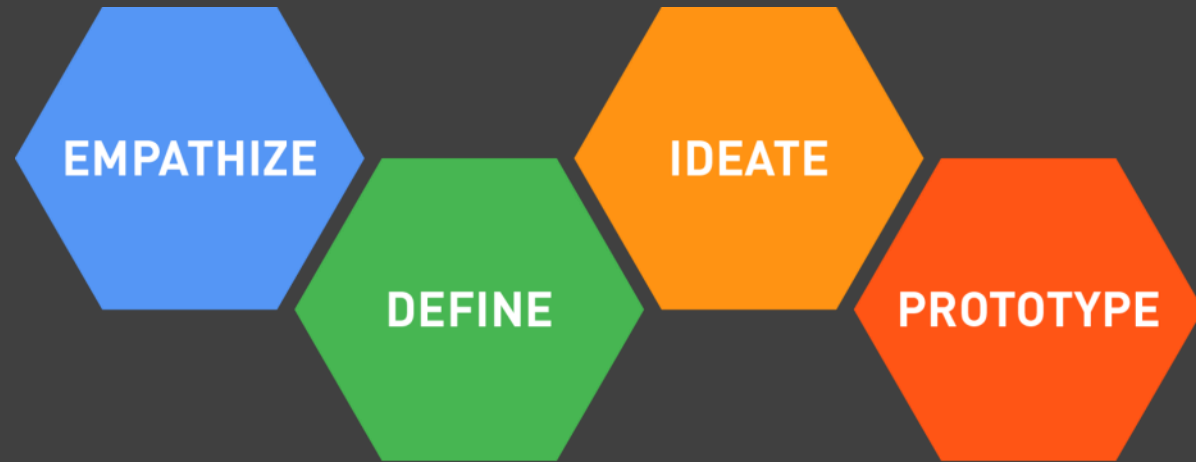


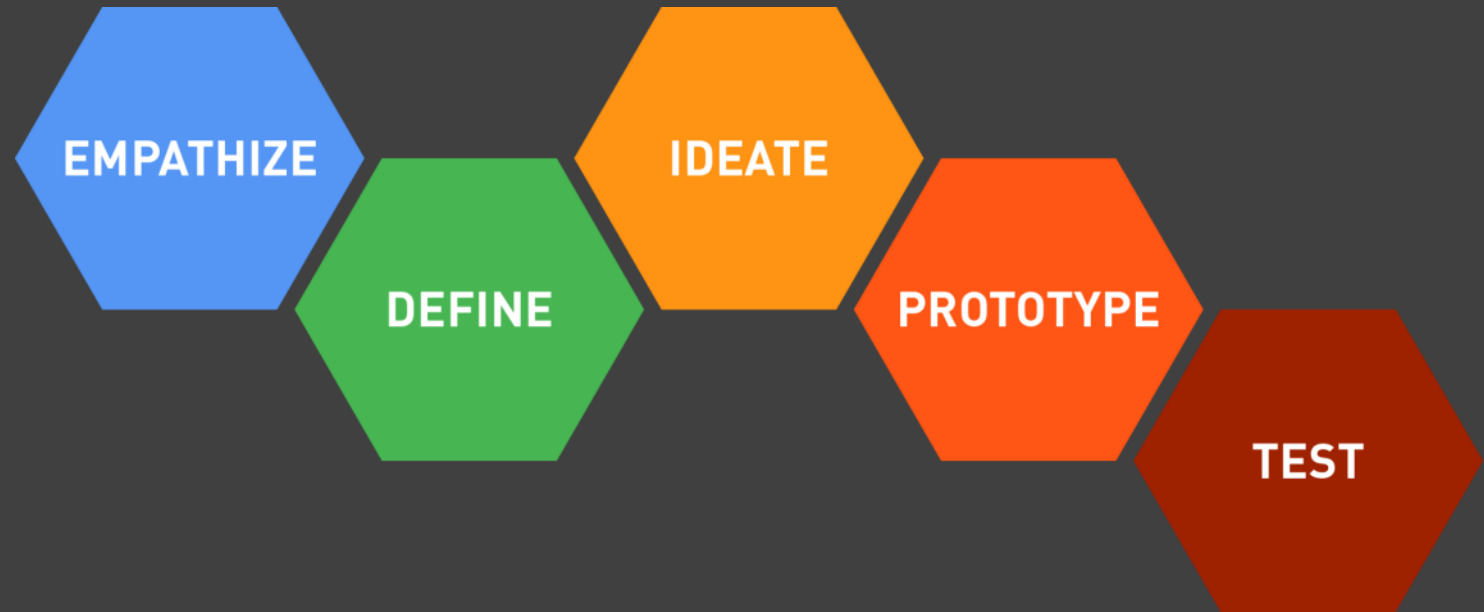


EMPATHIZE





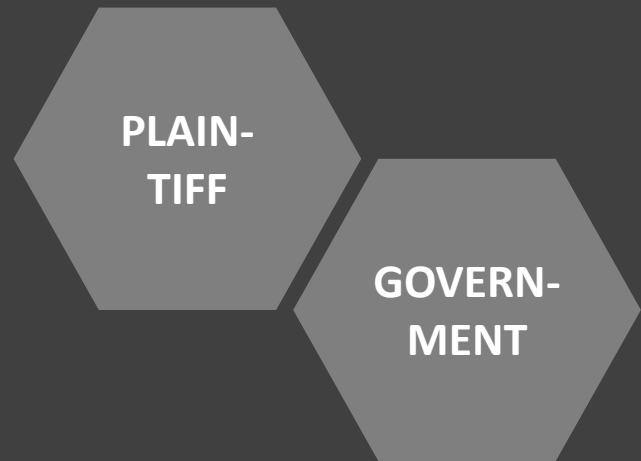


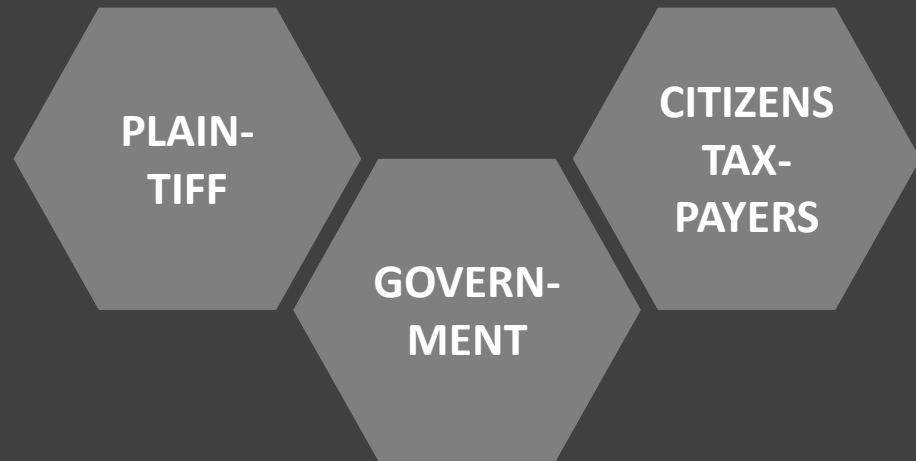


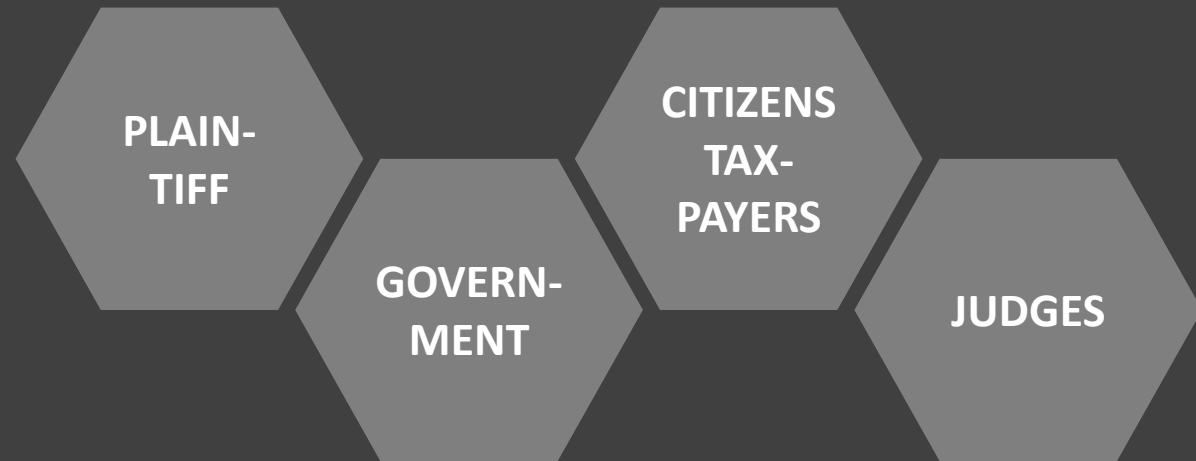
**WHO IS THE
CUSTOMER?**

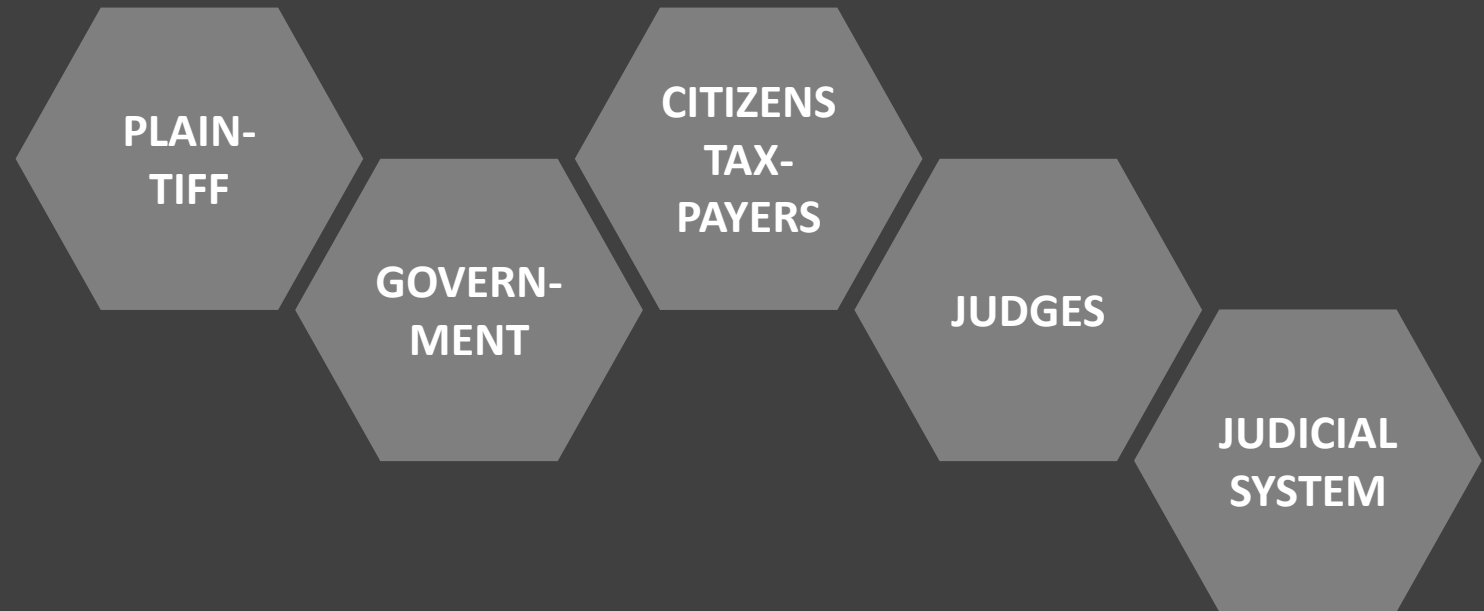








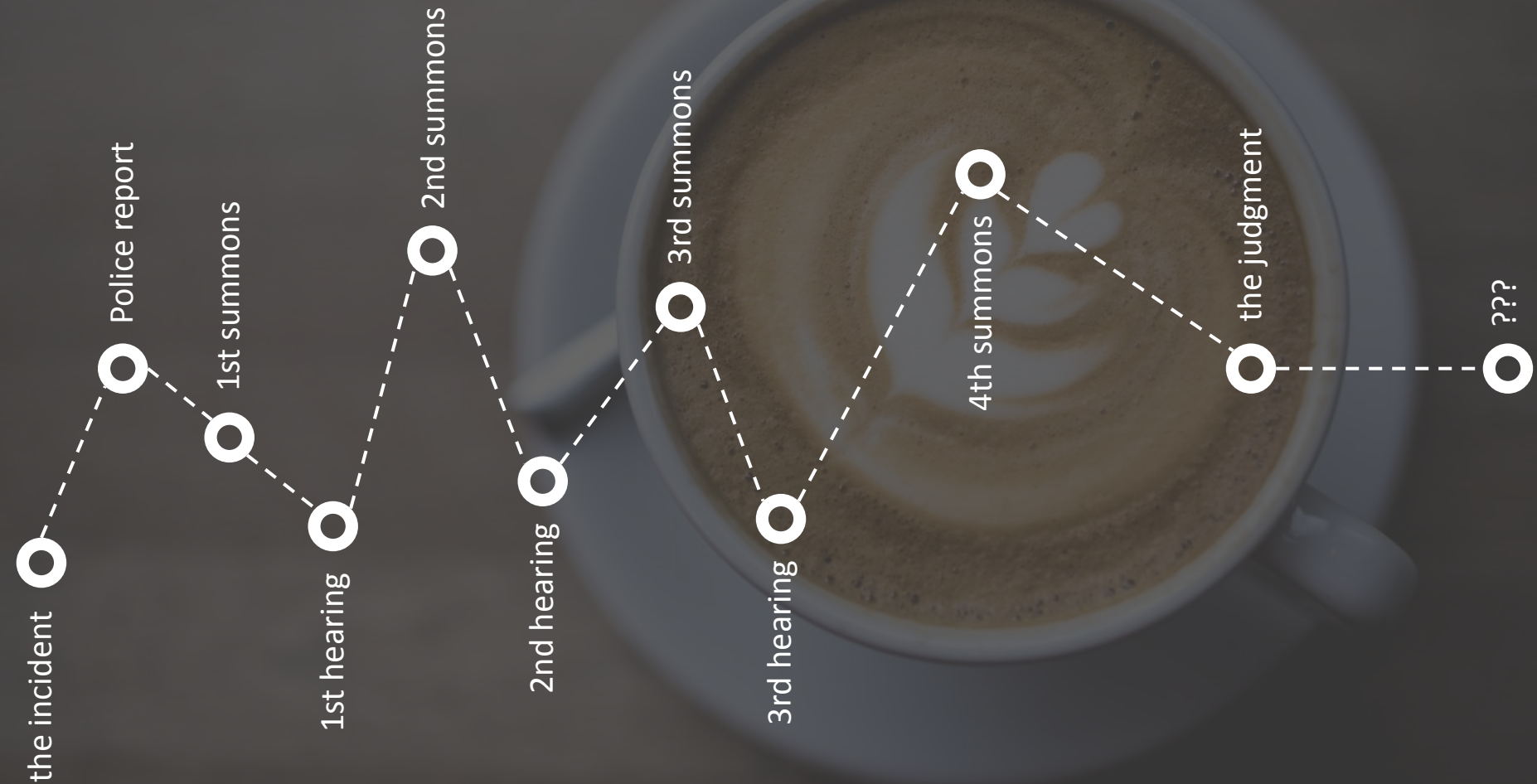




JOURNEY OF THE CUSTOMER



customer journey map



the incident



Police report



1st summons



1st hearing



2nd summons



2nd hearing



3rd summons



3rd hearing



4th summons



the judgment



pain points



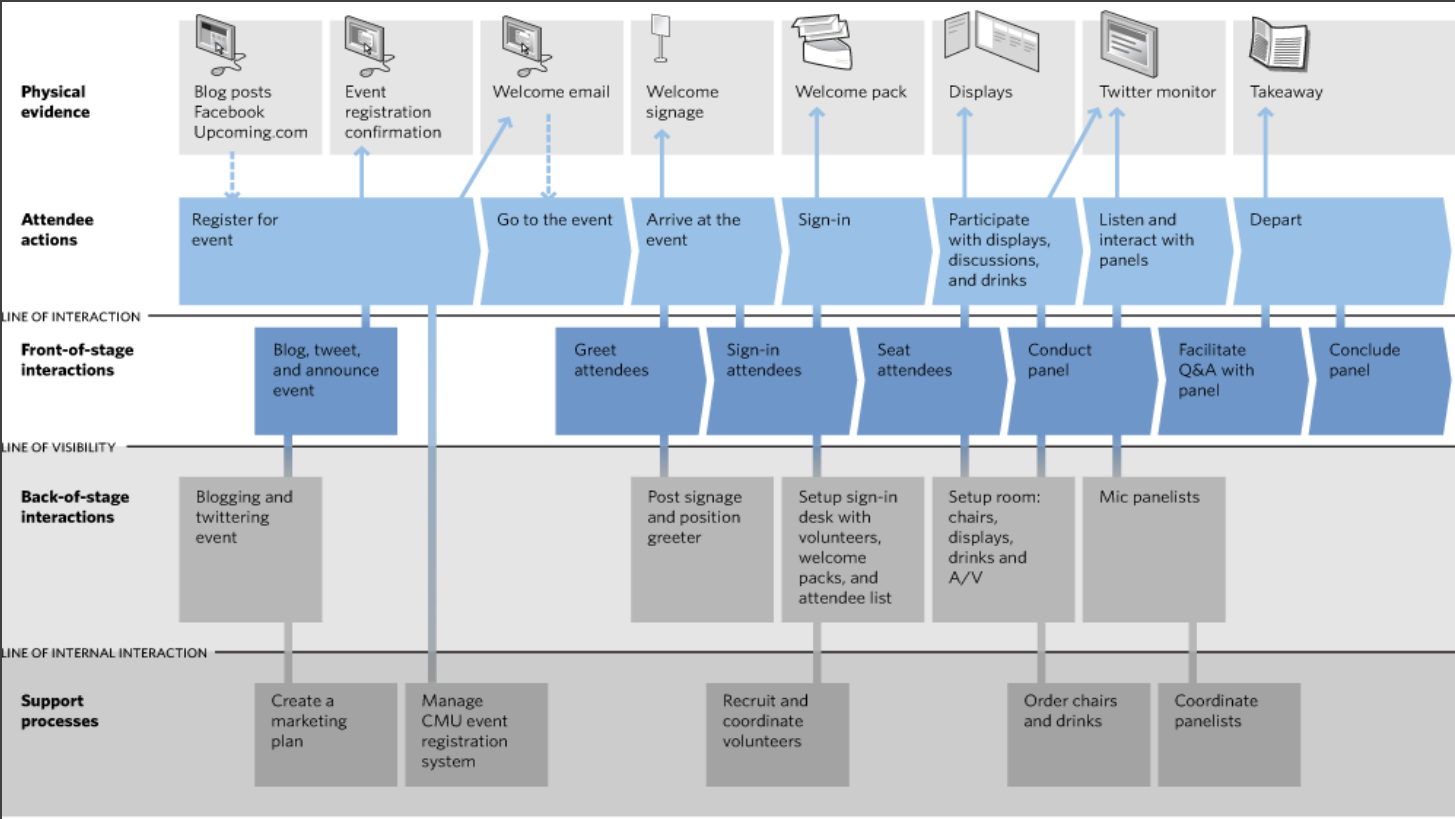
customer experience



+

|

service blueprint



**DESIGNING
A CUSTOMER
CENTERED SERVICE**





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MOHOLY-NAGY UNIVERSITY OF ART AND DESIGN BUDAPEST



○ VISUAL IDENTITY AND BRANDING

○ VISUAL COMMUNICATION

○ PHYSICAL ENVIRONMENT

○ PHYSICAL INTERACTIONS & SERVICES

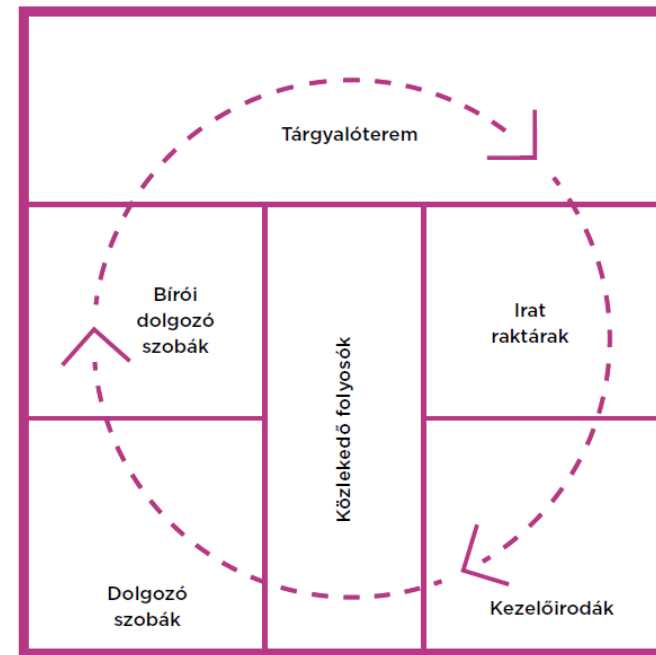
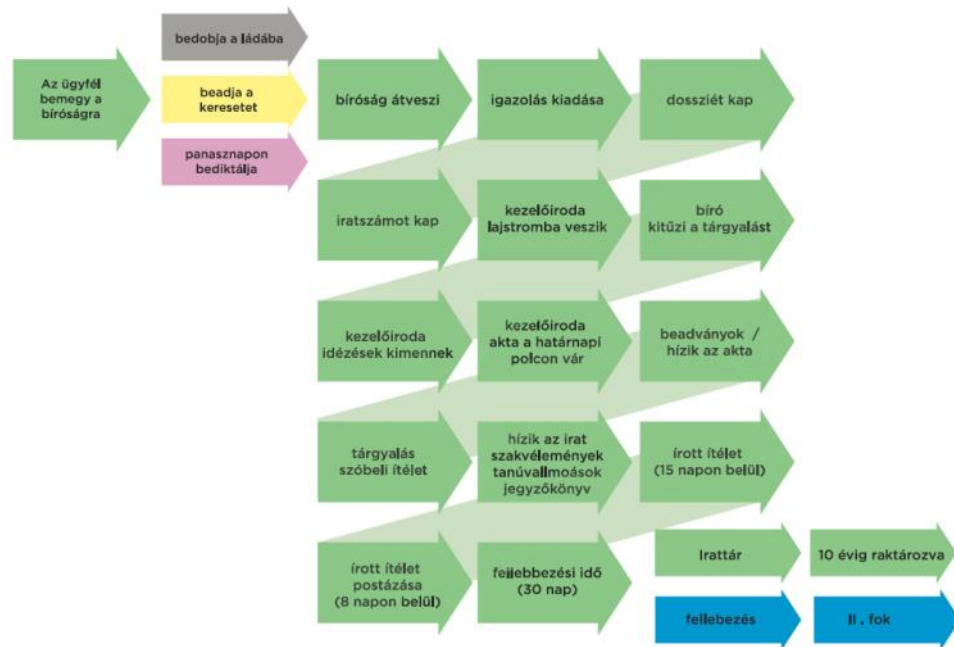
○ DIGITAL INTERACTIONS & SERVICES



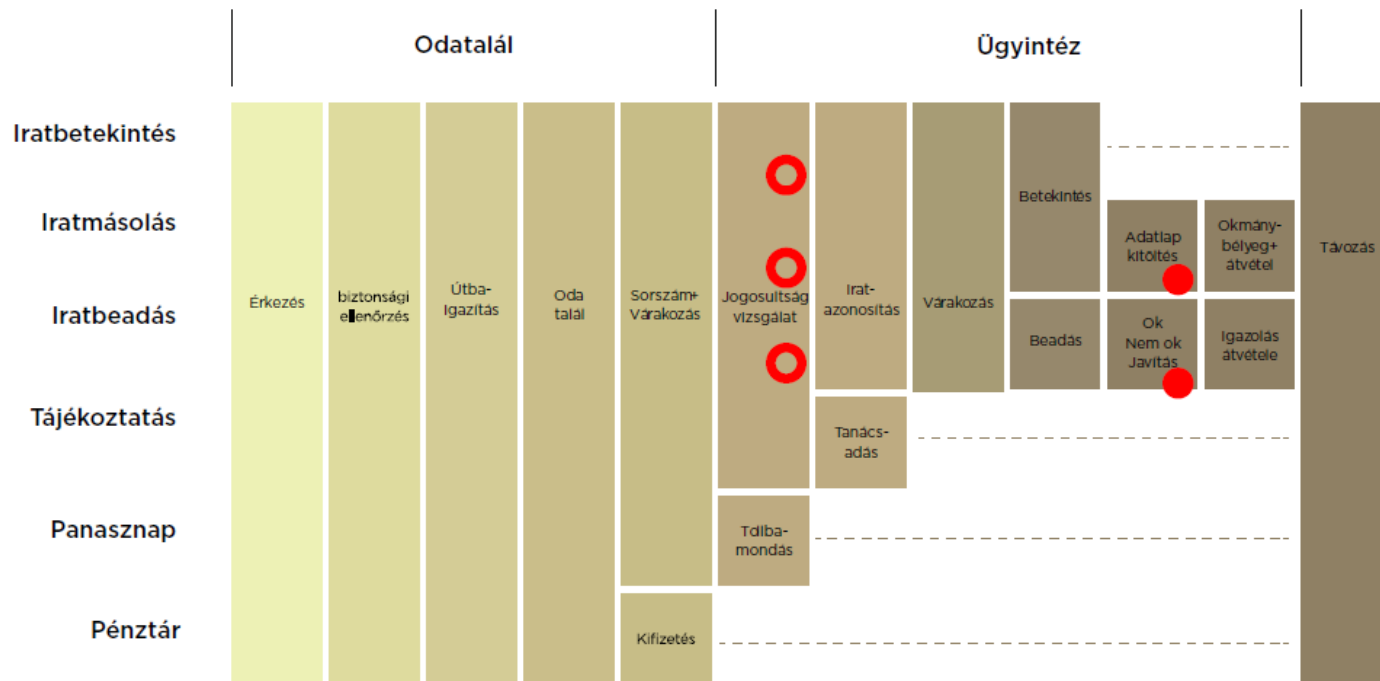
Balázs Orlai, MOME

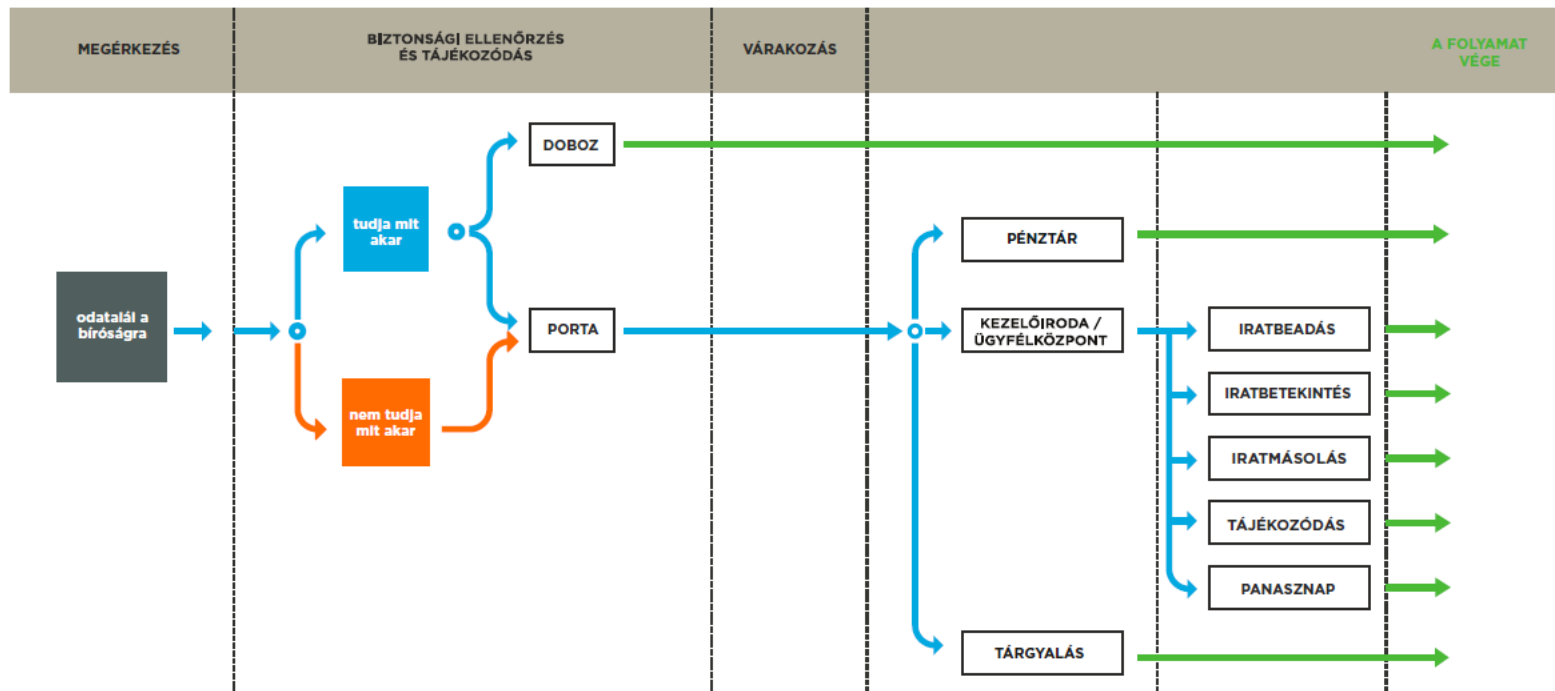


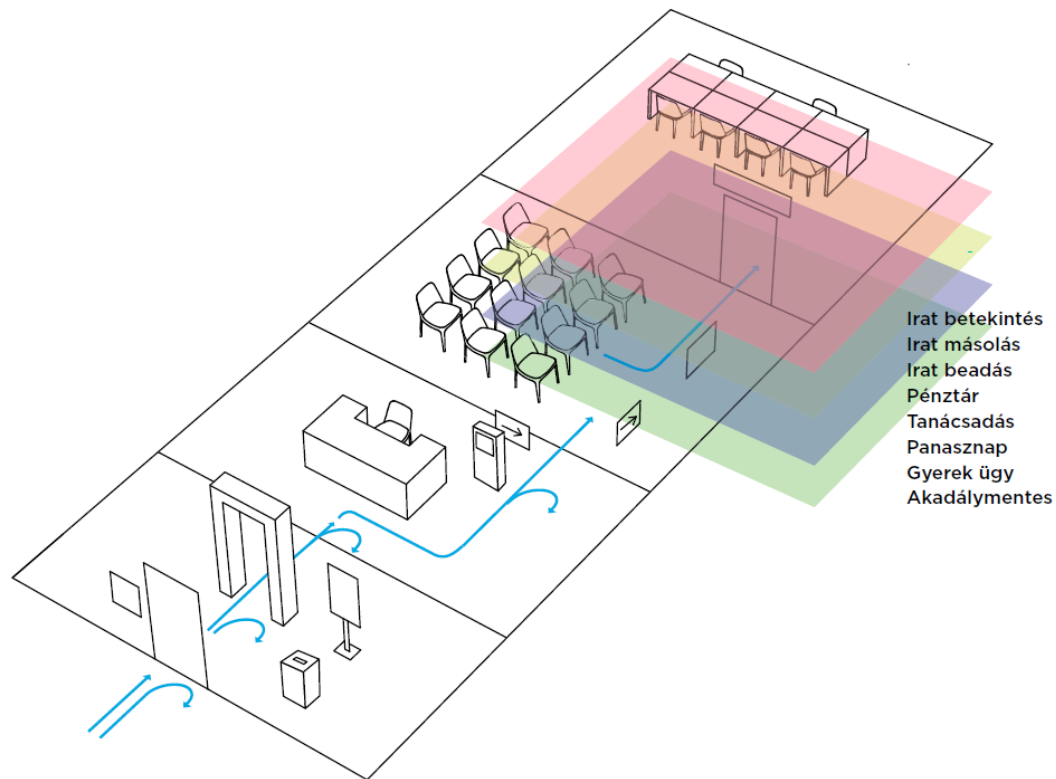


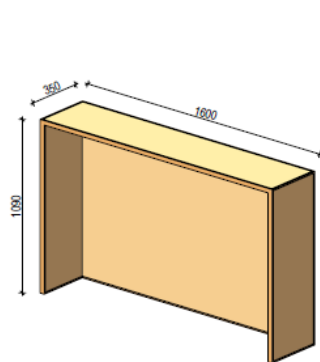


	Hétfő	Kedd	Szerda	Csütörtök	Péntek
Pesti Központi Kerületi Bíróság	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19
Dunakeszi Járásbíróság	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19
Budapesti II. és III. Kerületi Bíróság	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19
Fővárosi Közigazgatási és Munkaügyi Bíróság Közigazgatási Ügyszak	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19
Gyöngyösi Járásbíróság	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19
Kormányablak Oktmányirodával	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19
OTP Bank Flórián tér	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19
Posta Budapest 94.	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19	7 8 9 10 11 12 13 14 15 16 17 18 19

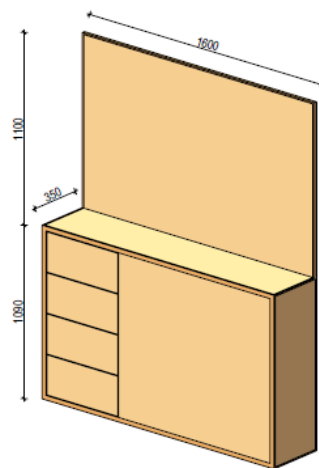




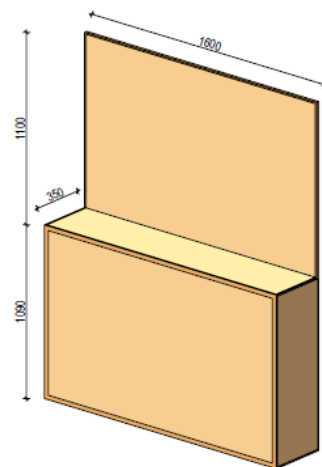




E1



E3













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MOHOLY-NAGY UNIVERSITY OF ART AND DESIGN BUDAPEST



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Dr. Daniel Barcza

11.10.2018.

Vice Rector of Strategy

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