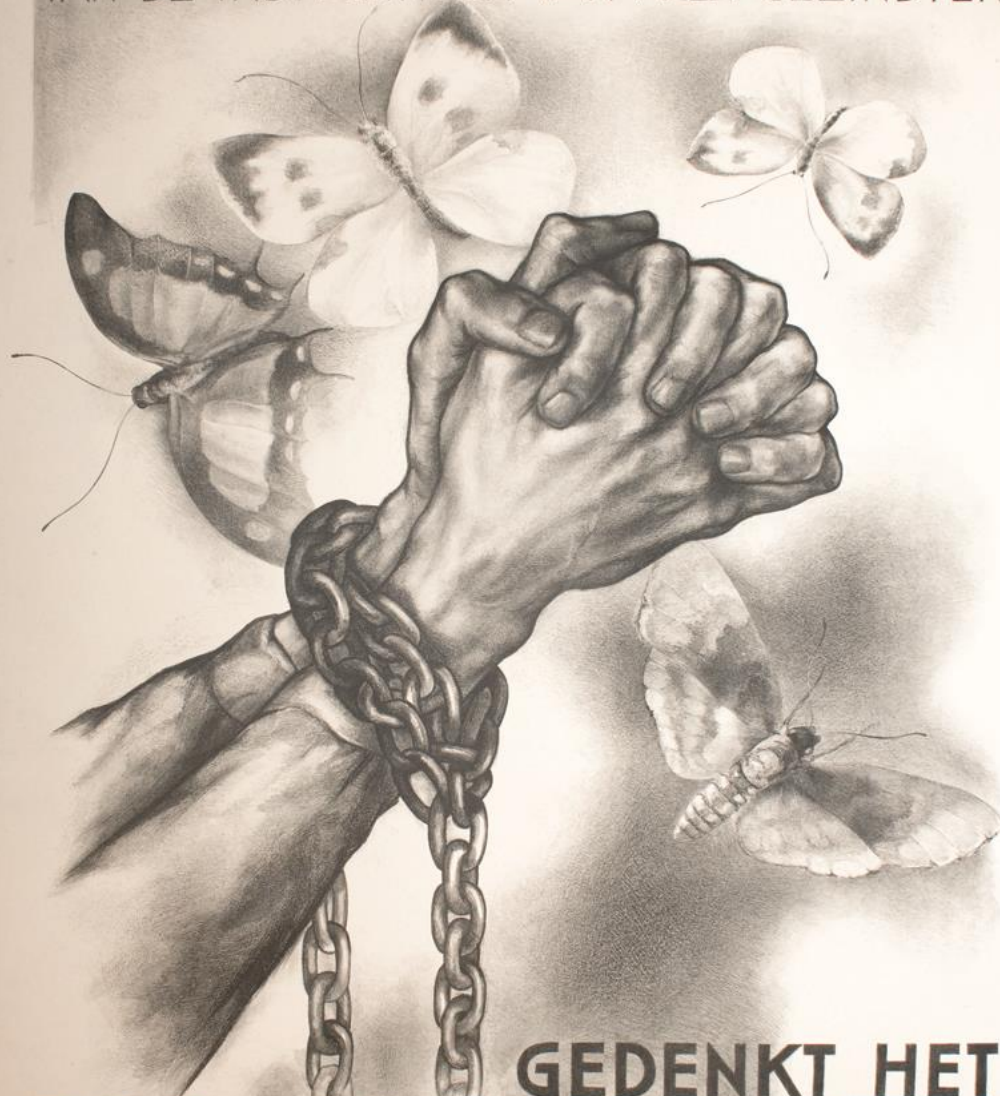


The Dutch Probation Service an introduction



NATIONALE RECLASSEERINGS-DAG
VAN DE INSTELLINGEN VAN ALLE GEZINDTEN



GEDENKT HET
RECLASSEERINGSWERK
ZATERDAG — 7 MEI — 1938

DRUK: SENEVELDER, AMST

AART VAN DOBBENBURGH

Quality

a
multidimensional
concept



Continuous cycles of feedback lead to improvement

Findings / experiences



Accountability

Quality of the justice chain

Learning organization

Offenders perspective



Accountability

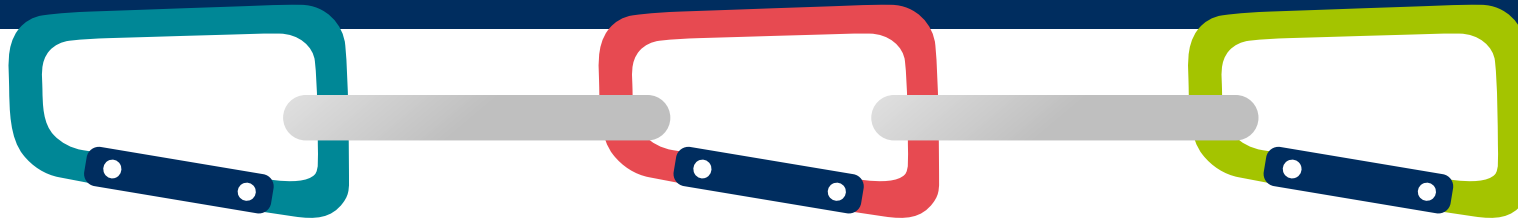


Justice chain excellence

Collaboration agreement
prison system &
municipalities

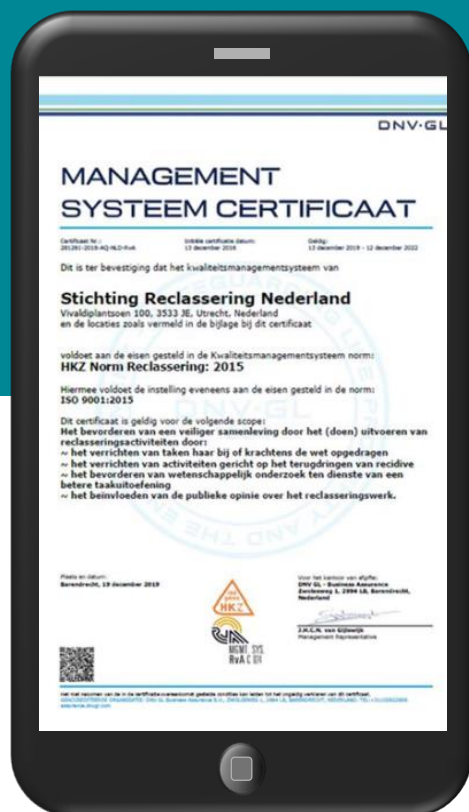
Collaboration agreement **Public**
Prosecutor's
Office

Quality and
accountability
to the **Ministry**



Learning organization

ISO 9001
certified



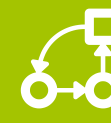
Research project:
'Working at distance'



Collaboration with Universities of Applied Sciences: professorship, master programme



Risk-management throughout the organisation



Team learning as a core element



Offenders perspective

- Client perception study

- Experiential-expertise

- Volunteers

Process Organisation Community Service
based on client perspective





Reclassering Nederland