



# CCMA - 10 years on ...

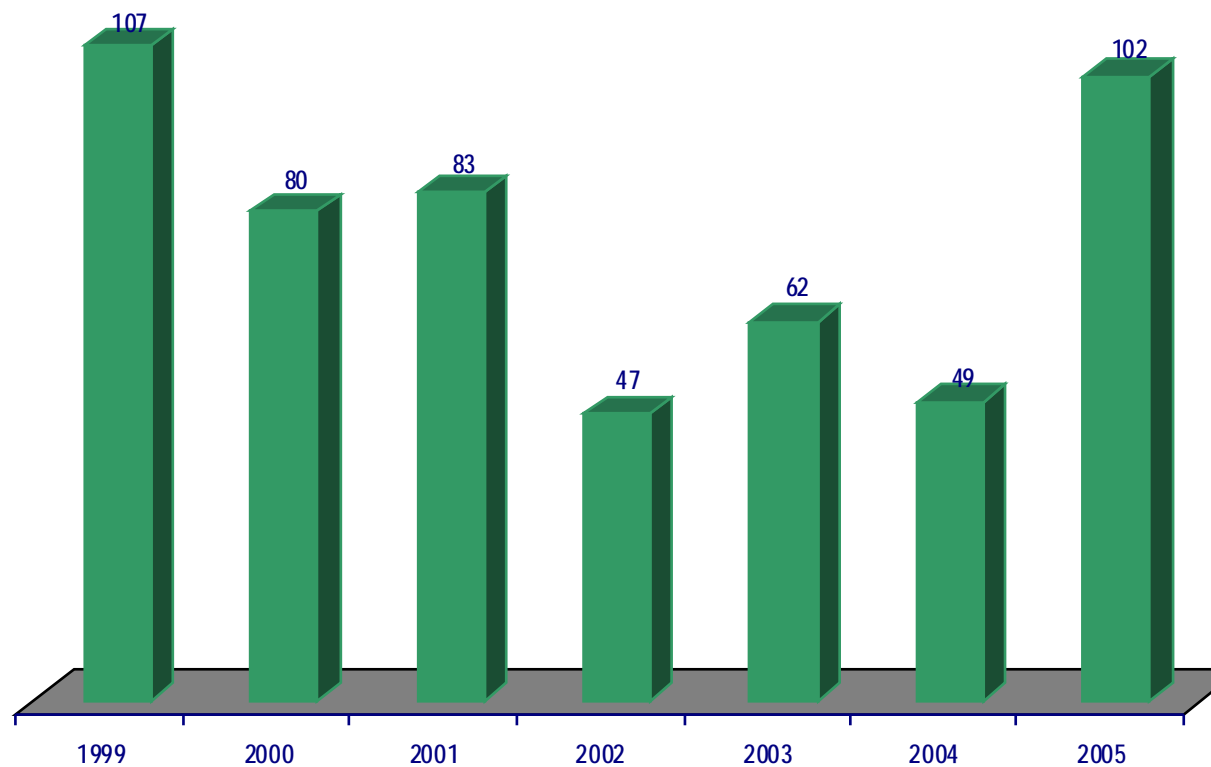
**NEDLAC Summit  
9 September 2006**

# Key achievement 1



Ten years of relative industrial peace

# Work stoppages

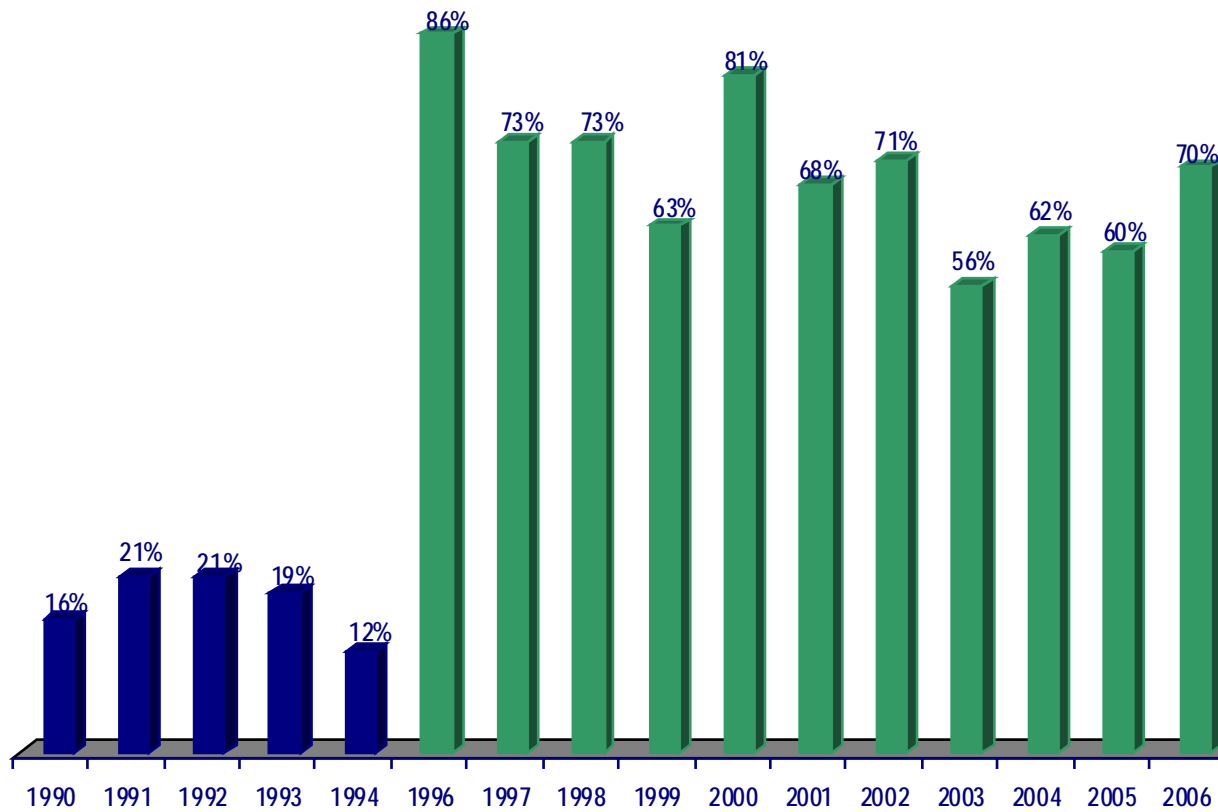


## Key achievement 2



Continuously high  
settlement of labour  
disputes through  
mediation

# Settled



## Key achievement 3



Capacity to address a high volume of cases at high speed

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# Pre-1996 Industrial Court

- All cases for year-end November 1993 - October 1994, 56% were still in process at year-end,
- No time limit for judgement to be delivered.



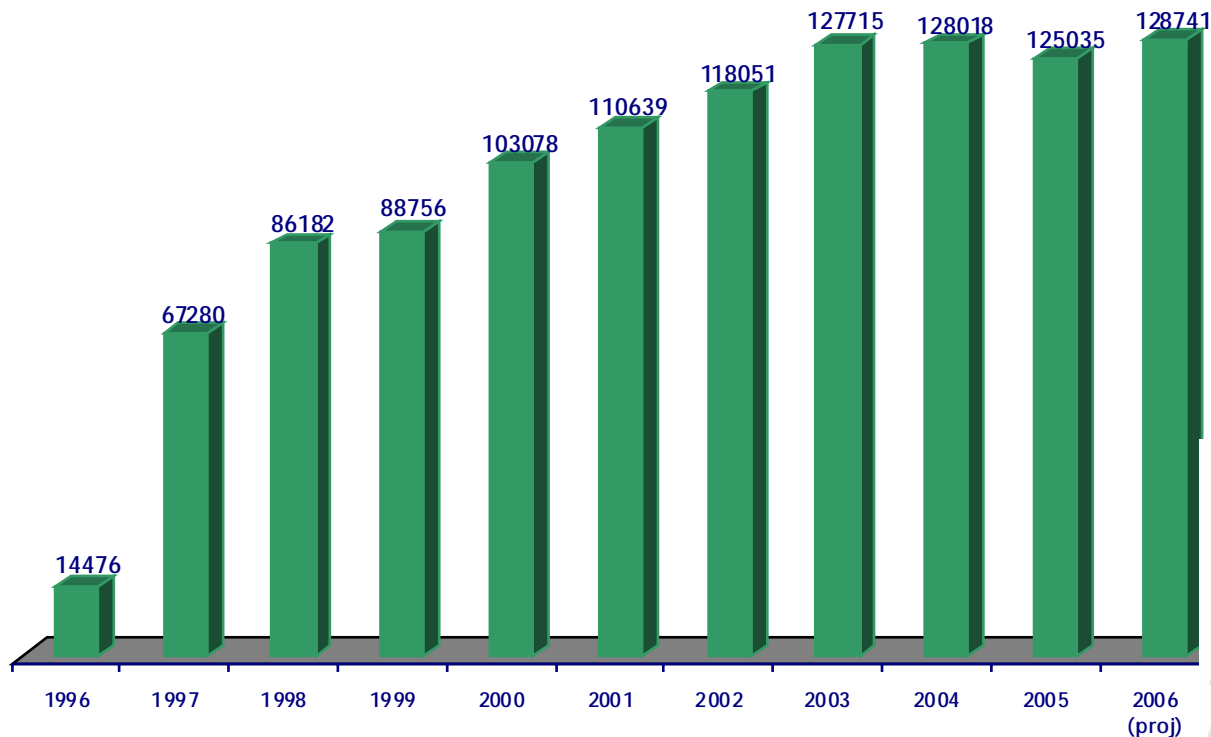
# CCMA

- Conciliations are dealt within an average of 26 days,
- Arbitrations are dealt within an average of 50 days,
- Awards required in 14 days, average is 9 days,
- Year-end case carry over is 20%.



# Challenges facing CCMA

- High, and ever increasing caseload



# Challenges facing CCMA

- Meeting increased demands with diminishing resources.
- Changing labour market conditions and relatively volatile industrial relations climate.
- The role of the courts - balancing CCMA's vision of simple, quick and cheap dispute resolution against the overly legalistic approach of the courts.



# Challenges facing CCMA

- Ensuring a nationally consistent and high quality CCMA process and service.
- Overcoming negative perceptions.
- Improving access for users to CCMA services.



# Goals for the year ahead

- Improve resources.
- Ensure statutory (LRA) obligations are met consistently.
- Focus on balancing quantity with quality.

