Efficiency

Top 3 processes that would most improve efficiency

50% Expedited or express arbitration procedures

49% Early determination procedures for manifestly unmeritorious claims or defences

29% Consolidation or joinder
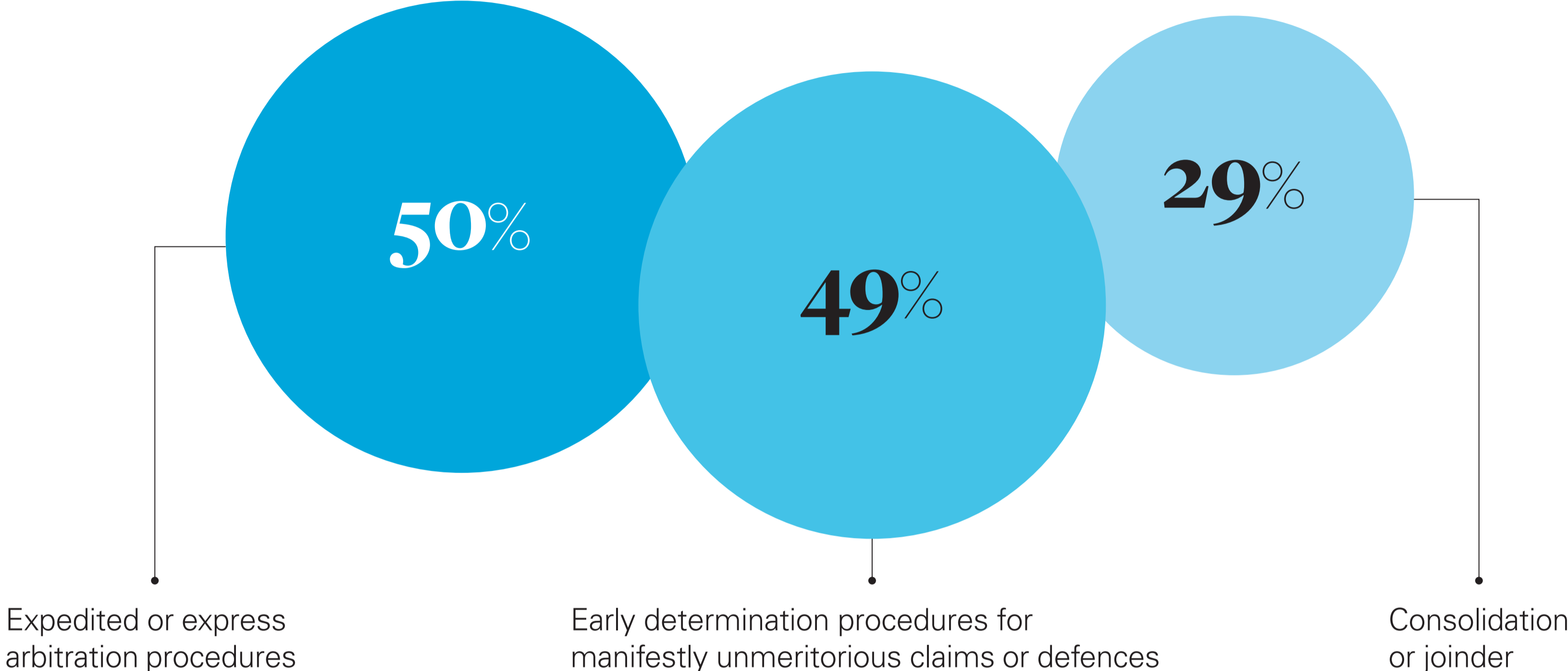
Top 3 behaviours that most negatively impact efficiency

24% Counsel focusing on adversarial rather than collaborative approaches

23% Lack of proactive case management by arbitrators

22% Counsel over-lawyering