



QMS of the Finnish Patent and Registration Office

PCT/MIA, Quality Sub-Group Meeting, 3.-7.2.2020
Gatineau, Canada

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About us

OUR VISION

Excellent customer experience
– best authority services in collaboration



Strategic goals guide our operations and communications



Our customers
succeed



Our data and
information services
are open to all and
easy to use



Our operations
are influential
and effective



We are an example
of thriving
cooperation

Different functions of PRH



WE REGISTER

- businesses
- housing companies
- foundations
- associations
- LEI codes
- enterprise mortgages



WE EXAMINE AND GRANT

- patents & utility models
- trademarks
- designs



WE SUPERVISE

- foundations
- auditors
- copyright organizations



WE TRAIN AND GIVE ADVICE

- customer support
- information and advisory services
- training services and courses
- fairs and events

Staff and finances

Staff



Income and
expenditure in
2018



Number of personnel:
approx. 410
persons
(115 examiners)



Income
EUR 58,2
million



Work satisfaction:

3.9
(scale 1-5)



Expenditure
EUR 52,1
million



About our QMS

QMS at PRH

- QMS applied to the key processes in the Patents and Trademarks area
 - *handling of patent applications (national, PCT applications, utility models)*
 - *handling of trademark applications*
 - *Key support processes, e.g. management, training, ICT*
- QMS established according to ISO 9001 (2015) standard
- Expanded to cover all functions 2020 of Patents and Trademarks

Development of our QMS

2004 Project for building a Quality Management System according to the international ISO 9001:2000 standard

2005 International Searching (ISA) and Preliminary Examining (IPEA) Authority since 1.4.2005

2006 Certificate that the handling of the PCT applications complies with the requirements of the standard ISO 9001:2000

2007 Extension of certificate for the handling of national patent and utility model applications

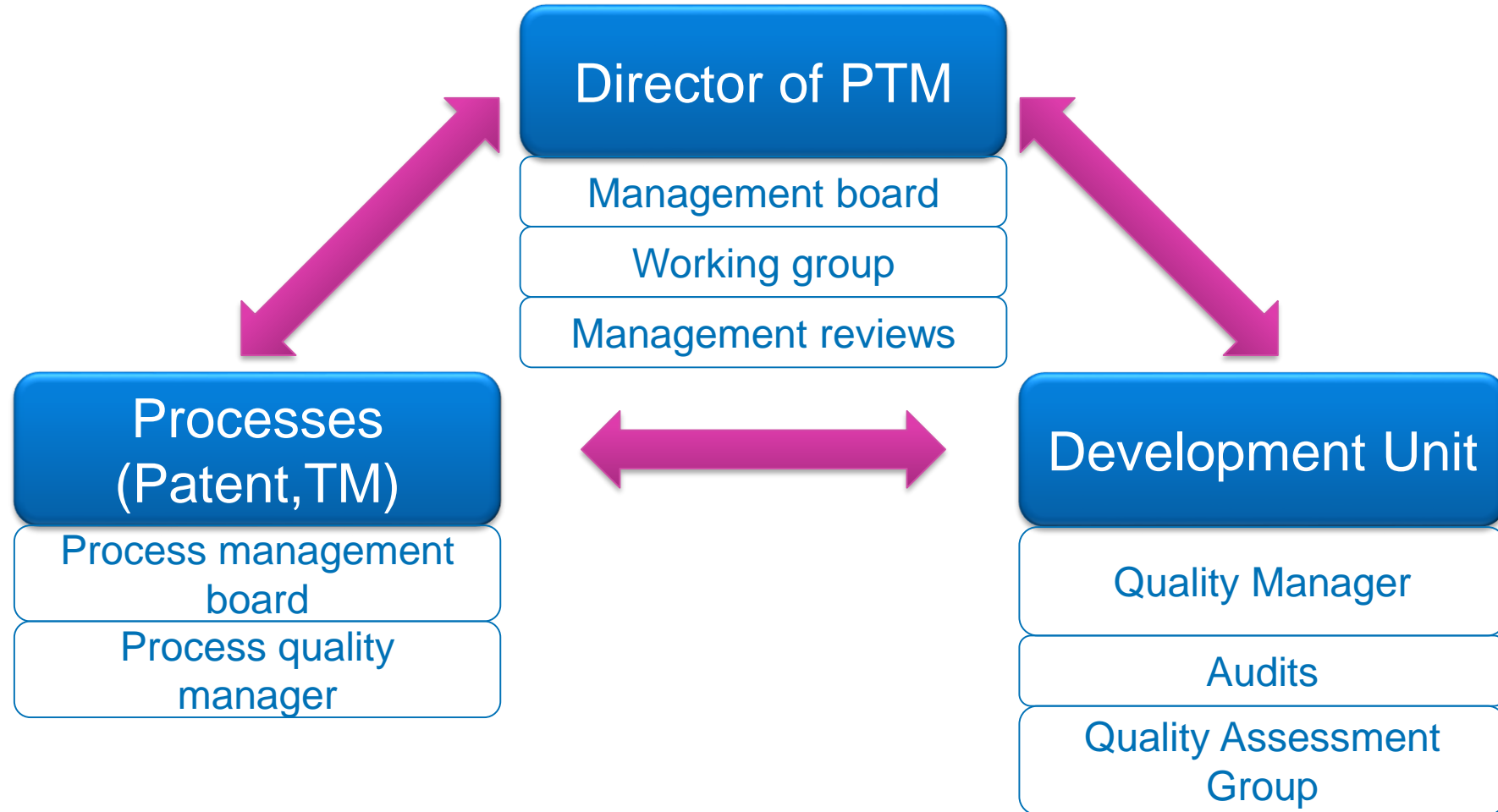
2016 Compliance with version ISO 9001:2015

2018 Extension to trademark applications

2020 Extended to cover all functions



Bodies responsible for QMS





Mechanisms for continuous development

Input for continuous development

1

Customers' (ever-changing) needs and expectations

- Feedback (online form)
- Customer relations management
- Customer satisfaction surveys
- Discussion panels with patent attorneys etc.
- Complaints

2

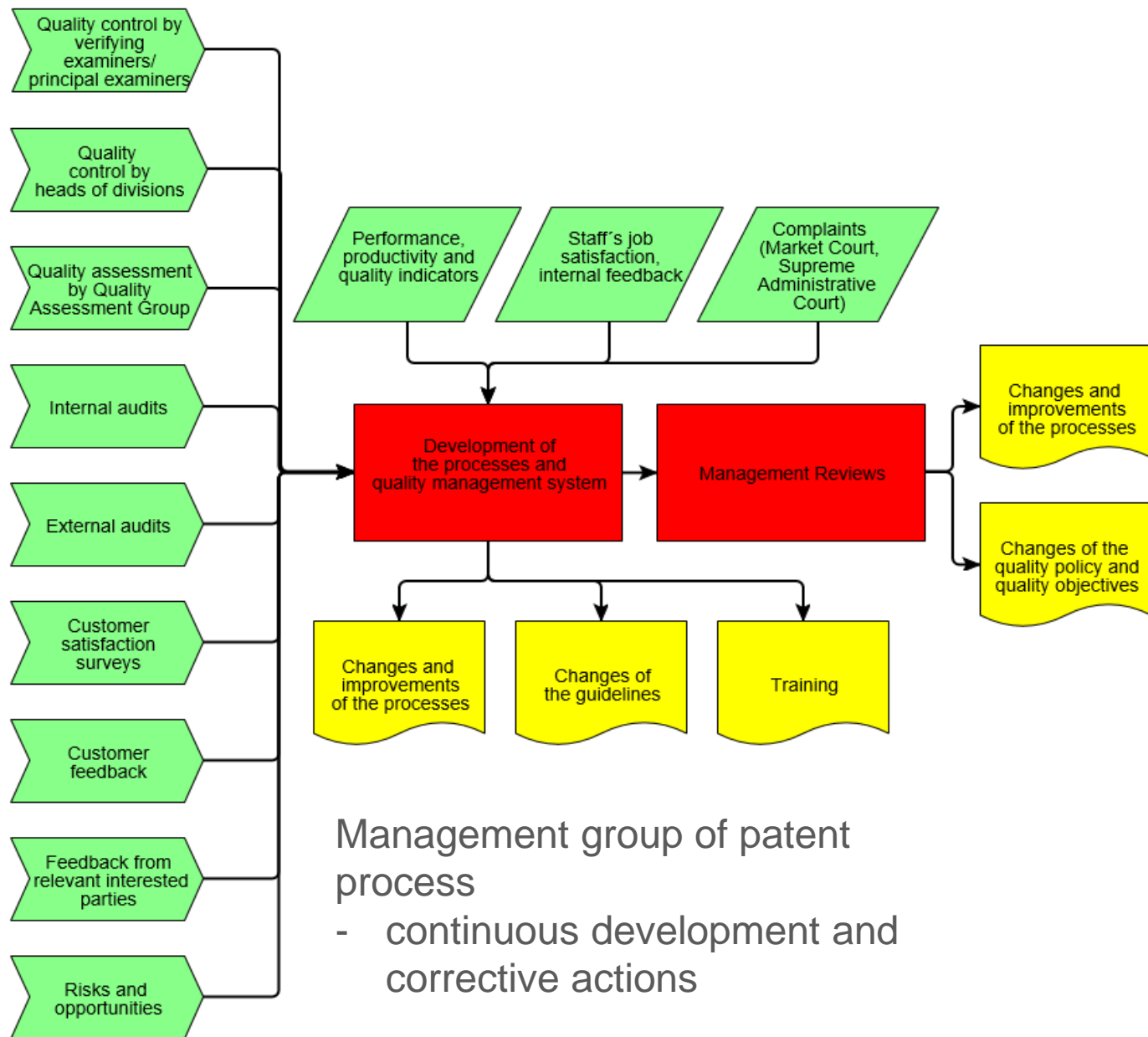
Observations, information and feedback from other interest groups

- External audits
- Appeal Court Decisions
- Patent Offices

3

Internal sources

- Quality control reports
- Internal audits
- Quality and performance indicators
- Quality Assessment Group
- Ideas and best practises



Management group of patent process

- continuous development and corrective actions

Management board of PTM

- Reports on feedback, court decisions, etc
- Checks actions taken and to be taken
- Further actions

Customer feedback

- Important for understanding customers' needs
- Responsibility of the process quality manager to see that all feedback is handled according to QMS
 - Initial answers within to working days
 - Decisions concerning potential changes to processes, needs for training etc are made in management group of patent process
 - Summary of feedback and measures taken presented in management reviews

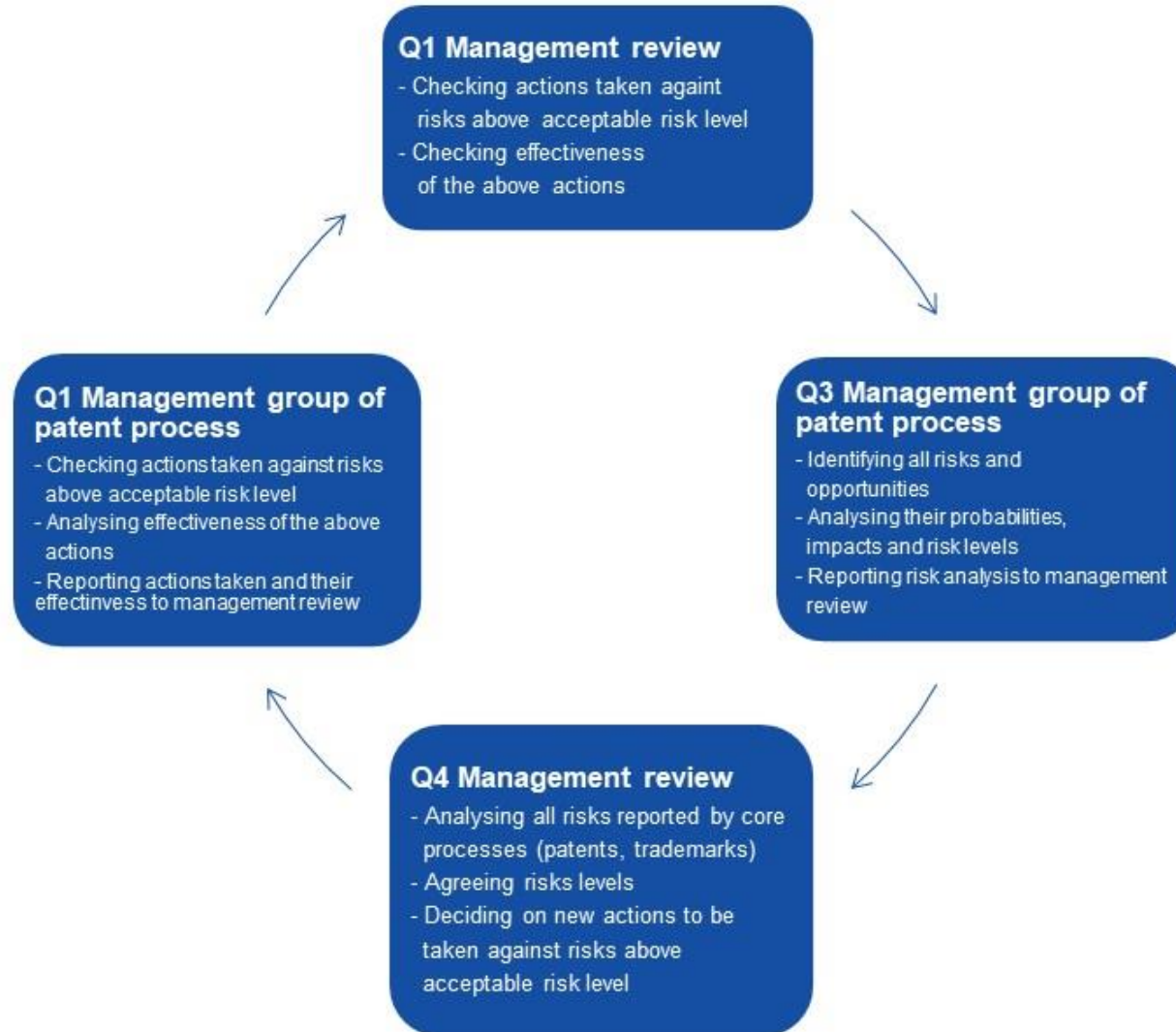
Appeal court decisions

- Each decision reviewed by head of examination division
- Summary presented to management group
 - Decisions concerning potential changes to processes, needs for training etc
- Summary of all recent decisions discussed in management review

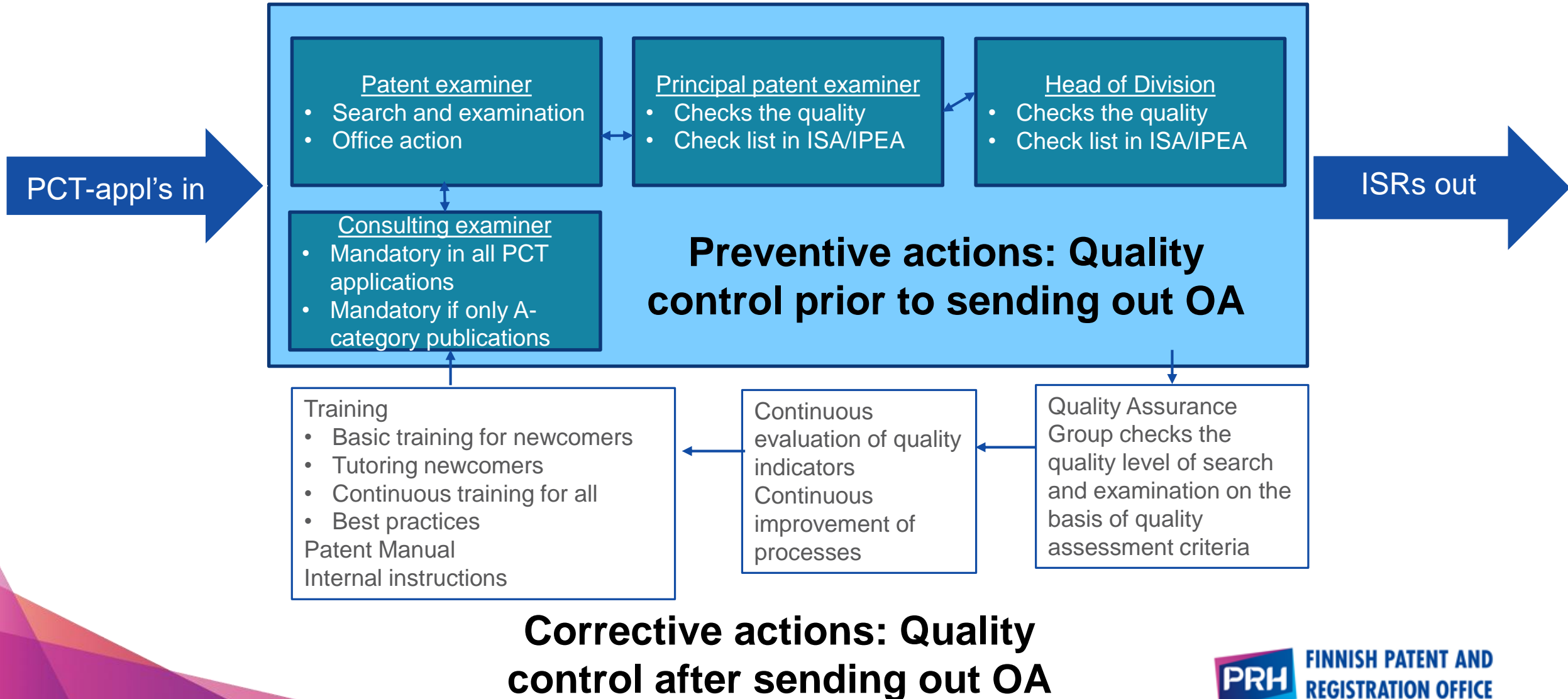
Risks and opportunities

- Identifying risks and actions to address them
 - Management groups of core processes
 - Owners of sub-processes
 - Bottom-up analysis: staff members identify risks in their own work
 - Strategic planning of PTM and PRH
- Summary of all risks discussed in management review
 - Focus on risks above the acceptable level (≥ 12)
 - Propability (scale 1-5) \times Impact (scale 1-5)
 - Efficiency of actions and further actions

Risk-based practices



Quality Control Processes



Quality Assessment Group

- Consists of 10-12 senior examiners
- Measures the quality level of searches and examinations on the basis of quality assessment criteria
- Analyses whether the examiner has followed the given quality criteria, quality standards, and guidelines
- Checks annually approximately one application by each patent examiner
- Random sampling
- Focus changes annually (according to internal audit program)
 - First and further Office actions
 - *FOA for applications from the biggest applicants*
 - PCT written opinions (ISA & IPEA)
 - *ISAs where Box VIII has been filled*
 - PCT harmonisation file programme with EPO

Reports from Quality Assessment Group

- Quality report is drawn on each file and a quality level is given
 - (A) *Good. Minor observations.*
 - (B) *Fairly good. Does not follow all the guidelines but it does not create any harm to customer.*
 - (C) *Unsatisfactory. Does not follow all the guidelines and it does create harm to customer.*
 - The report is sent to each person involved
 - The parties may comment the report before the final version
 - Used only for training and corrective purposes
- A summary report concluding the most important findings
 - presented to the management group of the patent process
 - the summary report is also presented to all patent examiners



Quality Indicators and Goals

1

Timeliness

- At least 85 % of the ISRs and IPRPs are drawn up within the PCT time limits (In 2019, 84 %; 98 % A1 publ's)
- National applications: FOA within seven months (in 2019 85 %) and fast-tracked applications within 4 months

2

Quality levels

- At least 85 % of searches and examinations are of category (A) Good
- Less than 5 % of searches and examinations are of category (C) Unsatisfactory

3

Customer satisfaction

- Overall 4,0 / 5
- Timeliness of ISRs 4,1 / 5

Thank you!

Any Questions?



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