

Sharing Session : The Portuguese office experience of quality management system within its organisational model

***“25th session of the Standing Committee on the Law of patents SCP”
WIPO, December 2016***

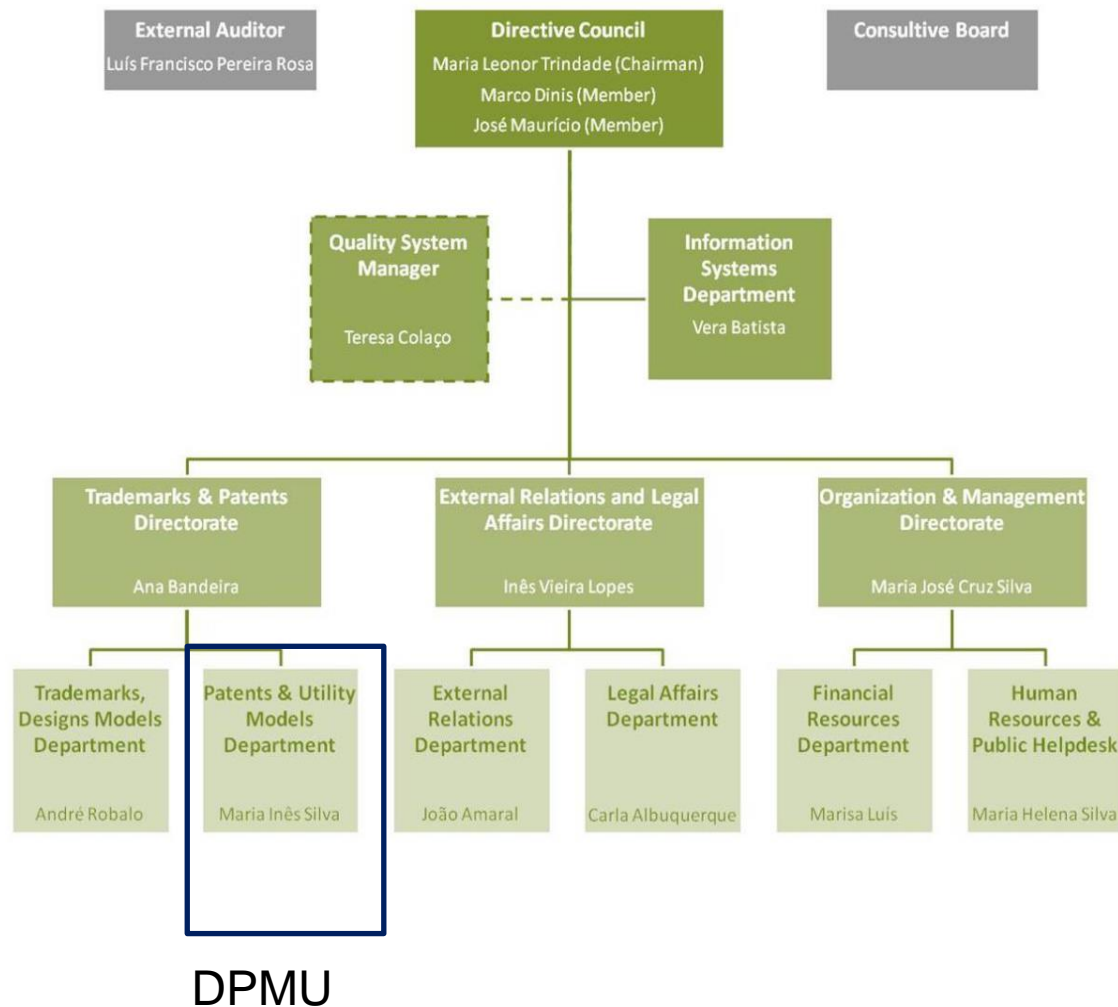


Presented by: Ana Bandeira

1. INPI Organic Structure
2. Patents and Utility Models Department (DPMU)
 - a) DPMU Clusters: Technical, Knowledge and Cooperation
 - b) Statistical data
 - c) Cooperation
 - d) Technological information products and services
3. PT Quality management system
4. Quality indicators
5. Internal and External Audits: products/processes
6. User Satisfaction
7. Challenges
8. Conclusions



1. INPI organic structure



- **97 employees:**
- 17 patent examiners

Organizational Model Clusters

Technical Clusters

- .Chemistry and Biotechnology
- .Technological physics
- .Structures and Construction
- .Industry and mechanics

Knowledge Clusters

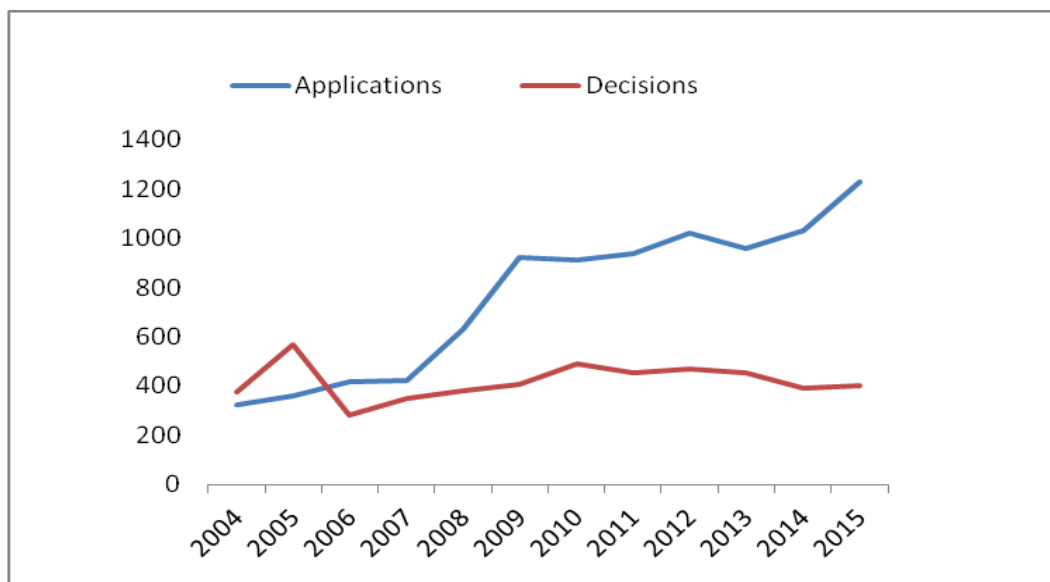
- .Health
- .Ecotechnologies
- .Information technologies

Cooperation clusters

- .Epo
- .Wipo
- .EUIPO
- Other bilateral cooperation

Statistics- applications and decisions

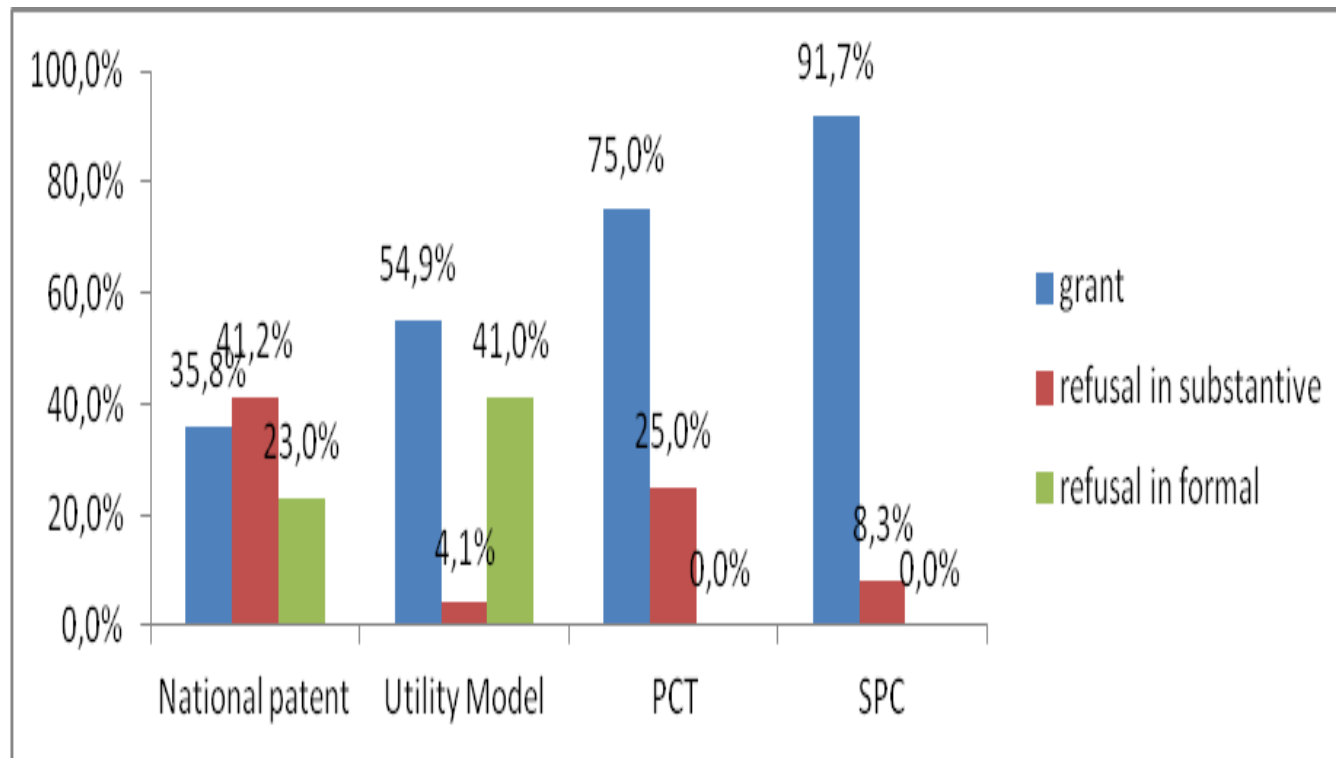
	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Applications	324	360	417	422	633	923	911	939	1021	961	1031	1231
Decisions	373	566	282	347	382	406	488	453	467	453	392	400



Decisions 2015:

- 204 national patents;
- 122 national utility models;
- 62 supplementary protection certificates and respective extensions;
- 12 PCT national phase

Statistics-decisions



- **Decision Timeliness (2015):**

- **Regular Patents** (without amendments, communications and/or opposition):

- **21 months** between the filing date and the final decision

- **Irregular Patents** (with amendments, communications and/or opposition):

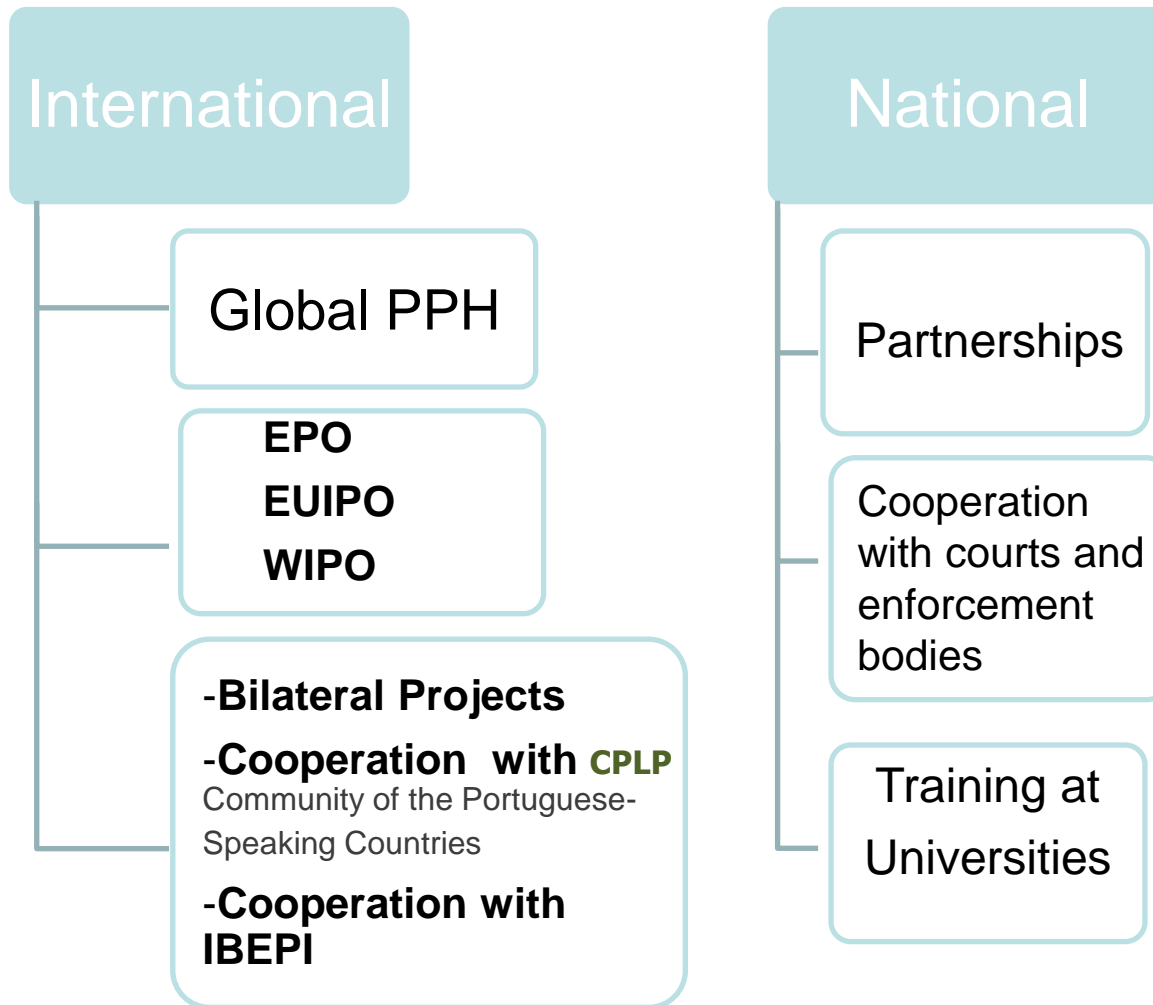
- **25.1 months** between the filing date and the final decision

- Average time for sending search reports with written opinion (2015)
 - **Patents:**
 - 6.4 months from the filing date
 - **Utility Models**
 - 4.1 months from the filing date

WHAT DOES INPI DO
on
an INTERNATIONAL/NATIONAL LEVEL



COOPERATION



What is the PT
QMS

When was it
established



Why as it
created

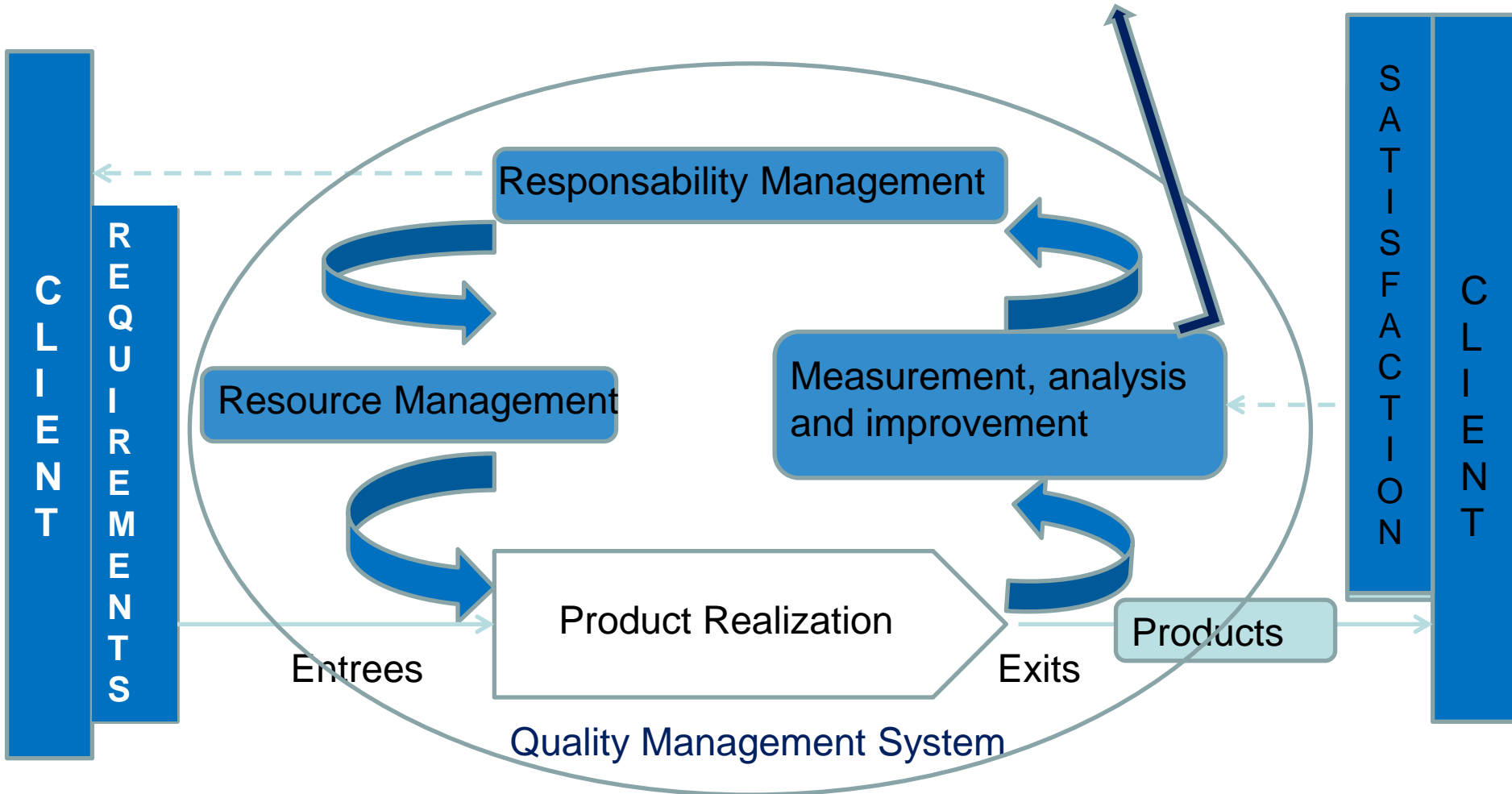
What is its
main purpose

PT QMS : Main attributes

- * **Standard** - *ISO 9001 : 2008 Standard;*
- * **Global** – *Covers all Activity of INPI*
- * **Orientated** - *Continuous Improvement (P-D-C-A);*
- * **Focused**- *Client (Stakeholders);*
- * **Modern** – *Search for Total Quality (Excellence).*

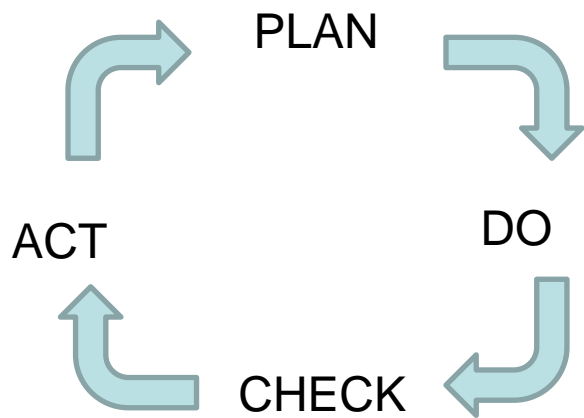
3. PT QMS: the logic behind the procedure

Continuous Improvement of the QMS



PT QMS : logic (2)

PDCA Cycle :



Plan– Set goals and methodologies to achieve them, with a view to client /stakeholder satisfaction

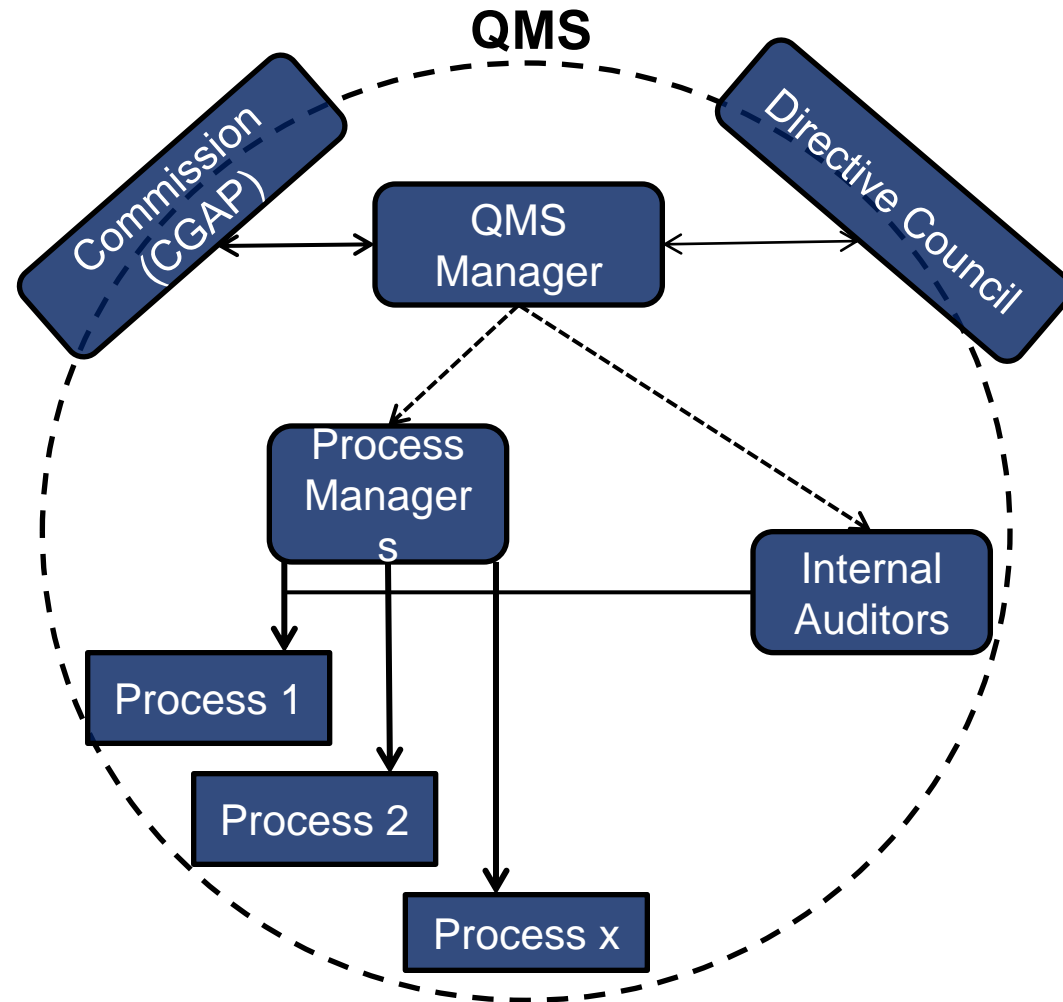
Do – Perform processes. Implement measures and projects

Check– Monitor and measure the processes/products and report the results / analyze inputs from clients and stakeholders

Act – Implement improvement measures to the process/product. Implement preventive measures or correct deviations/anomalies.

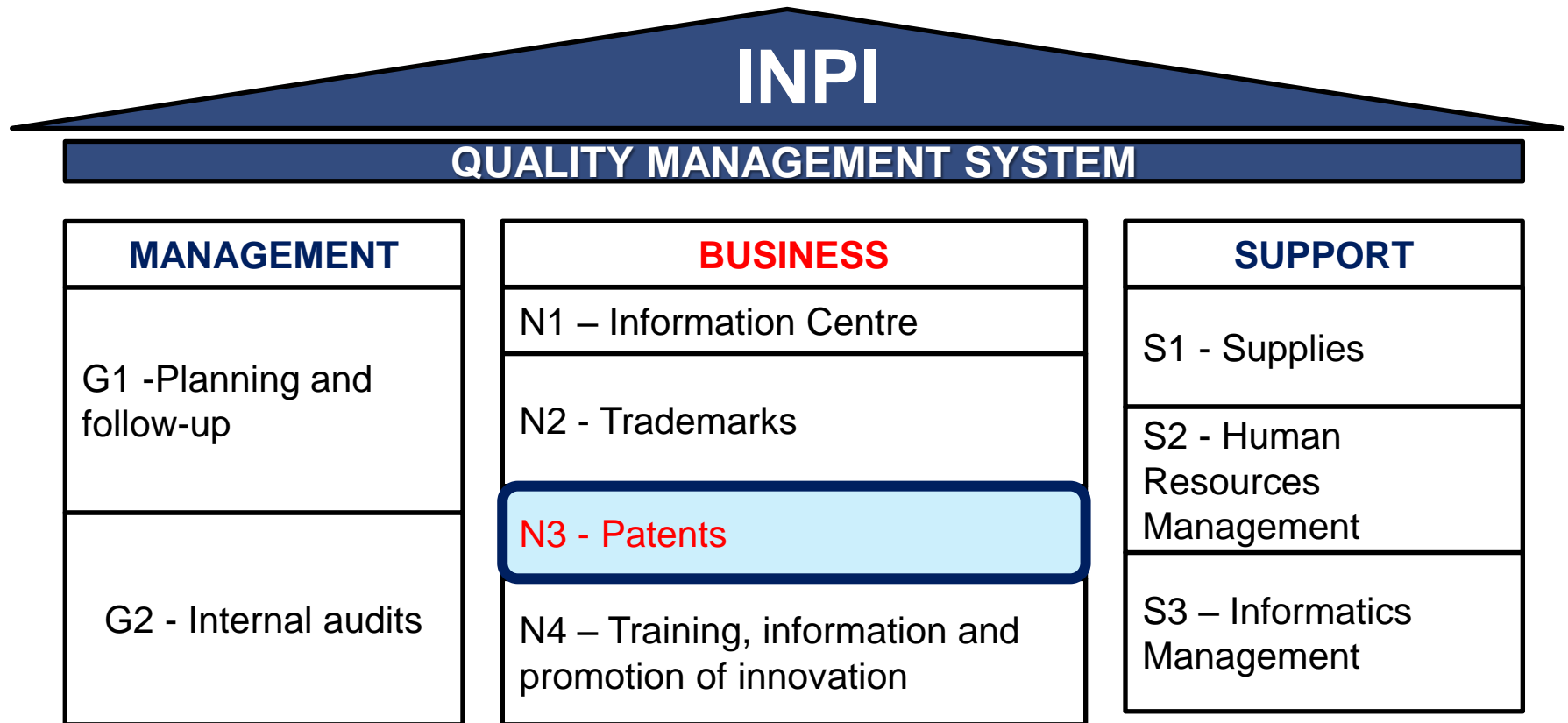
3. When was PT QMS establish?

- In **2005** the Portuguese office's strategy on Quality was defined
- The Portuguese office has been **certified** according to **ISO9001** since **2006** for all its processes
- INPI's **Quality Policy** is expressed in its Mission, Vision and Values
- In 2009, 2012 and 2015 INPI renewed its certification.



3. PT Quality management system

- The processes are grouped into three main areas: **business, management and support.**

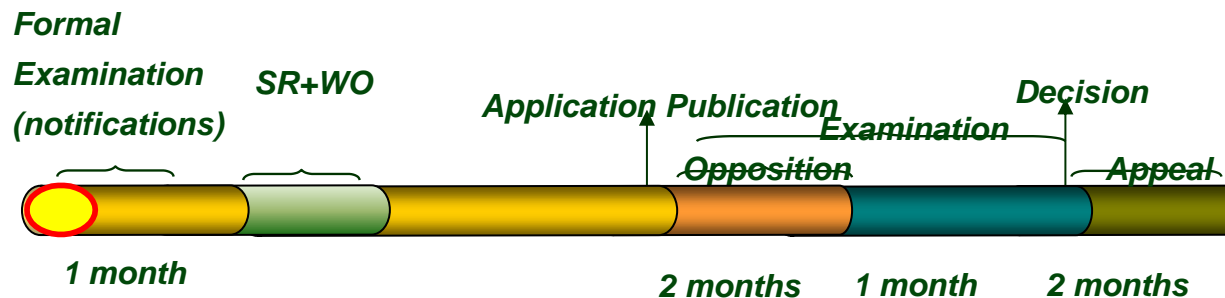


**HOW DOES THE PT
OFFICE MEASURE
QUALITY**



Tools for the **procedural and administrative management of IP rights:**

- Document Management System (SGD);
- Industrial Property Management System (SGPI):
Workflow system → Deadline control



4. Quality indicators

User: IDMP008 ; Data: 2016/11/24

Lista de Trabalho Individual e Corporativa

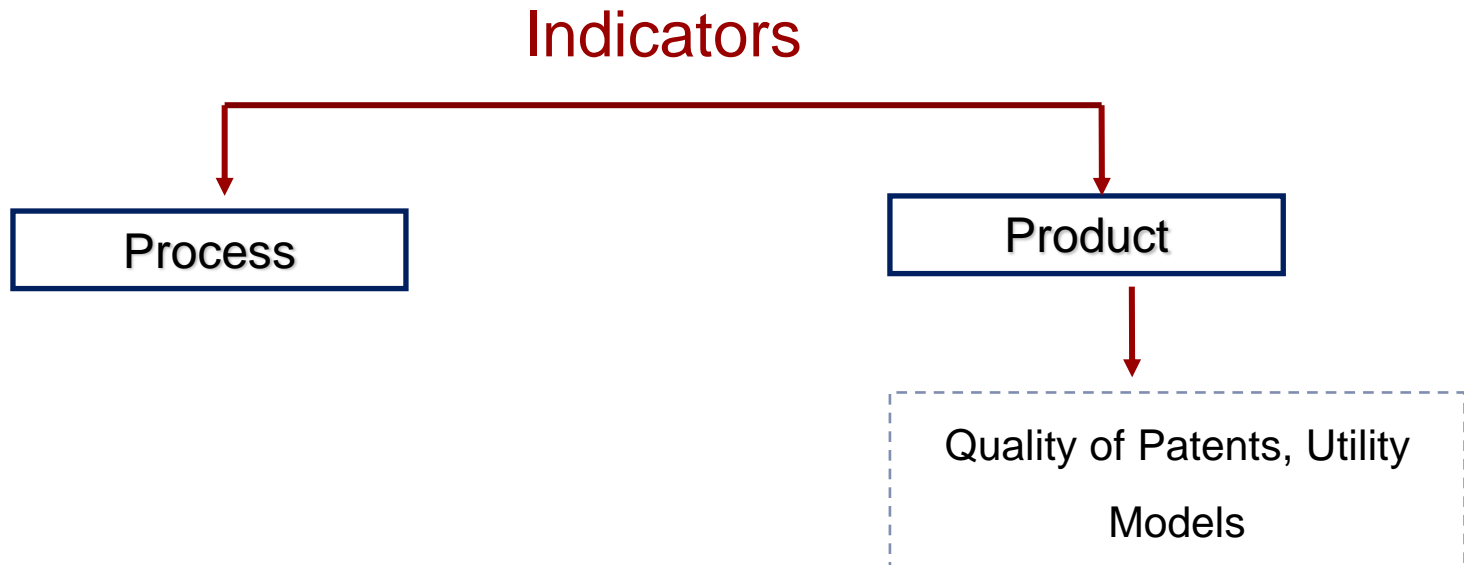
Filtros: Estado = Utilizador

Nº de registos: 100

	Estado	Prazo	Dt. Registo	ID Tr.	Acto/Aviso	ID PPI	Nº
<input type="checkbox"/>	Utilizador	101	2016/10/24	654798	4103A DESP.	41 779 F	DESP
<input type="checkbox"/>	Utilizador	99	2016/10/20	654338	4103A DESP.	41 778 E	DESP
<input type="checkbox"/>	Utilizador	81	2016/09/27	650787	4103A DESP.	41 775 B	CCP
<input type="checkbox"/>	Utilizador	77	2016/09/21	649751	4103A DESP.	41 774 A	DESP
<input type="checkbox"/>	Utilizador	43	2016/08/19	645985	4103A DESP.	41 769 D	CCP
<input type="checkbox"/>	Utilizador	36	2016/11/18	658279	0116A EX REL PESQ. PREL(...)	01 109740 C	PPP
<input type="checkbox"/>	Utilizador	36	2016/11/18	658281	0116A EX REL PESQ. PREL(...)	01 109742 E	PPP
<input type="checkbox"/>	Utilizador	29	2016/07/13	640581	4103A DESP.	41 767 B	CCP
<input type="checkbox"/>	Utilizador	29	2016/07/13	640582	4103A DESP.	41 768 C	CCP
<input type="checkbox"/>	Utilizador	15	2016/10/19	654025	0116A EX REL PESQ. PREL(...)	01 109680 G	PPP
<input type="checkbox"/>	Utilizador	15	2016/11/21	658538	4103A DESP.	41 716 P	
<input type="checkbox"/>	Utilizador	13	2016/11/17	658142	0103A DESP.	01 108276 K	
<input type="checkbox"/>	Utilizador	11	2016/11/15	657641	0101A EXM. FORMA	01 108896 R	
<input type="checkbox"/>	Utilizador	11	2016/11/15	657644	0101A EXM. FORMA	01 108918 E	
<input type="checkbox"/>	Utilizador	8	2016/11/10	657078	0103A DESP.	01 108977 S	

↓ Deadlines

QUALITY: How does the PT Office measure quality?



**WHY AND HOW
DOES THE PT
OFFICE AUDIT
PROCESS/PRODUCT
QUALITY**



PROCESSES AUDITS

(investigate if its quality requirements and goals are being effectively developed and completed)



Internal

- Planned Audits
- Annual
- Portuguese office's internal auditors
- Audit Report

External

- Planned audits
- Every year: follow-up audit
- Every three years: certification renewal audit
- External Certified Company
- Audit Report



Non conformities

Improvement Opportunities

Until 2012: Audit **AFTER** the grant/refusal (started 2008)

- a Selection from all the decisions taken in the previous quarter - **10%**
- Audit Teams with 2 examiners

Objective: Evaluate the decisions and identify the existing errors in each application (formal requirements, content and decision parameters)

Since 2013: Audit **BEFORE** the grant/refusal

- Number of audits : **5% of the total** number of decisions taken the previous year.
- Audit team with 2 examiners

Objective: Monitor the quality of the products resulting from the study of patents and utility models; monitor the quality of the proposals for decision; Monitor non conformities associated with the study of patent and utility model applications

Product Audits

Until 2012: Audit **AFTER** the grant/refusal

Advantages

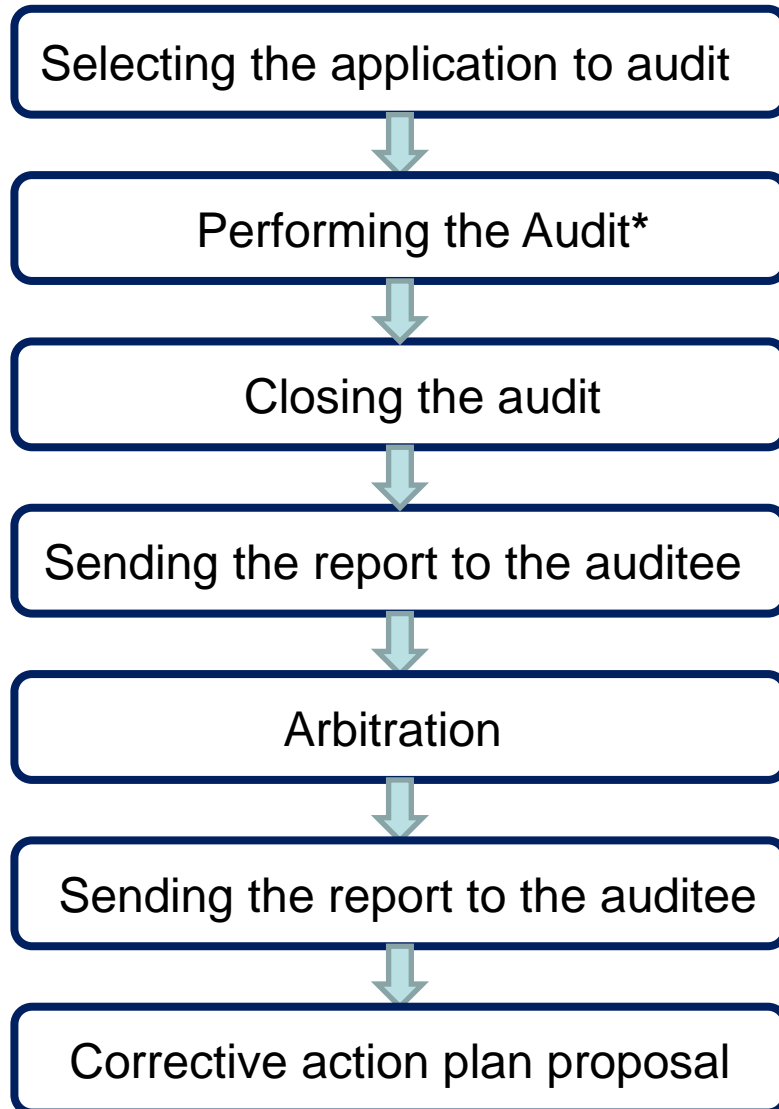
- Didn't interfere with quality deadlines
- Allowed for the detection of errors (nonconformity) and the implementation of **corrective measures**

Disadvantages

- The decisions taken during the examination cannot be modified

Since 2013: Audit **BEFORE** the grant/refusal

The new procedure allows changes to the process based on the results of the audit if those changes were considered necessary.



Product Audit workflow (since 2013)



*What is checked?

- Classification
- All formal examination procedures
- Search strategy
- ST14
- Contents of Written Opinions
- Decision
- Etc

**HOW DOES THE PT
OFFICE measure
user satisfaction**



Phone

E-mail/mailbox

Direct contact

B2B (online)

Communication channels between examiners and IP users



Until 2008:
three monthly reports

**User
satisfaction**

Since 2009:

- File “**Suggestions, opinions and complaints**”, available on INPI’s intranet.
- Annual Questionnaires.

- Manage examiners workload
- Minimise the duplication of tasks
- Take part in new cooperation projects
- Continue with the harmonisation of procedures
- Improve Quality inside the office and share experiences with other member states



7. More specific CHALLENGES

- Examination guidelines update ;
- Update of guidelines for biotechnology and inventions implemented by computer;
- Creation of requests for accelerated examination for specific technological areas;
- Optimization of IT tools



- The Portuguese Office has always supported measures that aim to improve the quality of the patent system .The ISO 9001 certification has been an essential tool for the continual improvement of internal processes and the quality of our products and services.
- QMS makes the technological IP management system more transparent and effective.
- **BUT, We Know that the work in the quality field never ends...**
- So our commitment is to continue working better and we believe that these kind of meetings where we can share different experiences could help us to learn more and to improve our procedures avoiding the lost of time .



7. PORTUGAL



Thank you for your attention!



CONTACT us

NATIONAL INSTITUTE OF INDUSTRIAL PROPERTY

Campo das Cebolas 1149-035 Lisbon

Information Line: 808 200 689 / Website: www.inpi.pt

Tel: (+351) 218 818 100 / **Fax:** (+351) 218 869 859

CONTACT me

Ana Bandeira

Tel.: (+351) 218 818 119 / **Email:** ana.m.bandeira@inpi.pt