



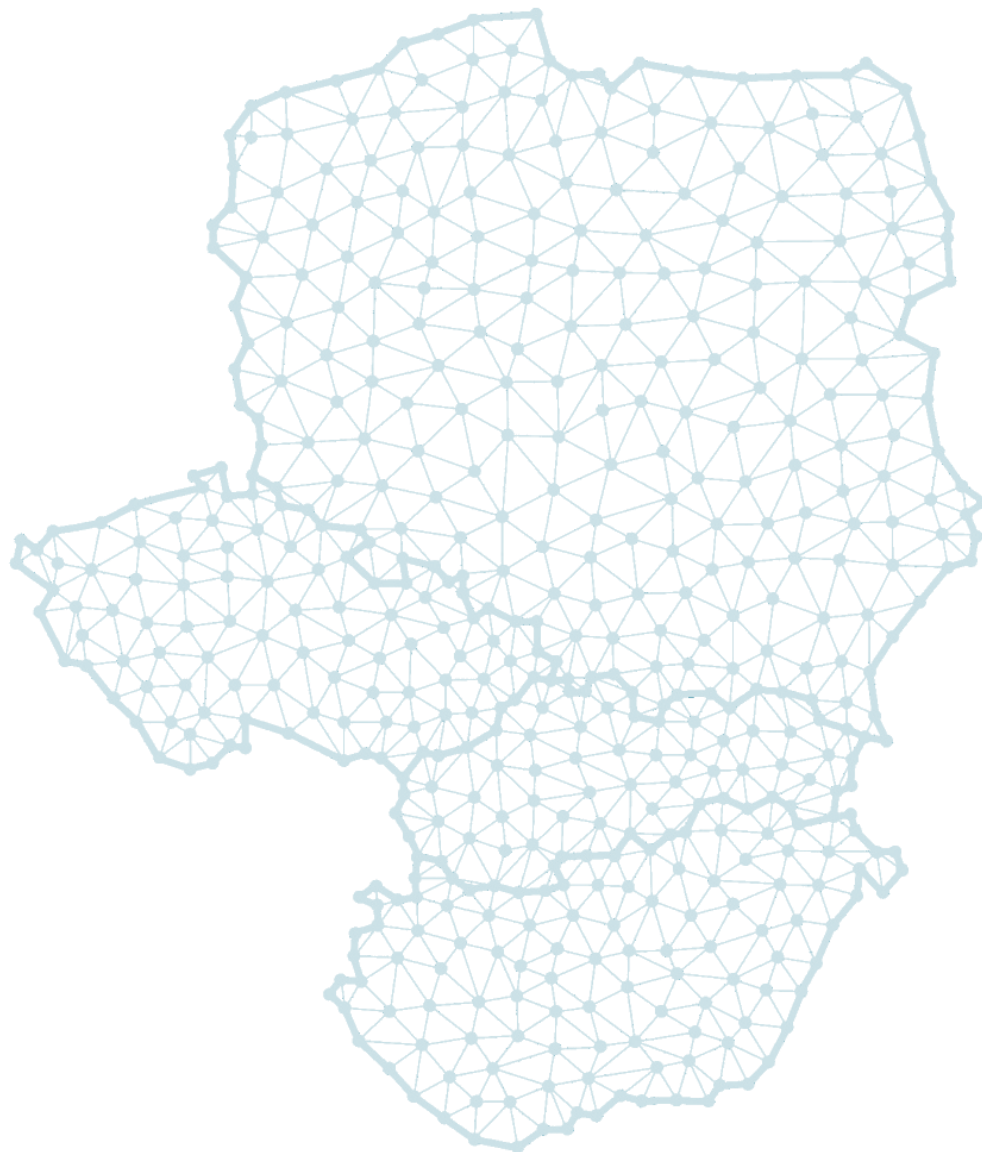


Outline of the Quality Management System at the Visegrad Patent Institute (VPI)




Agenda

-  Personal introduction
-  Quality in general
-  Visegrad patent institute
-  Summary at the end



Personal introduction

 Who am I ?

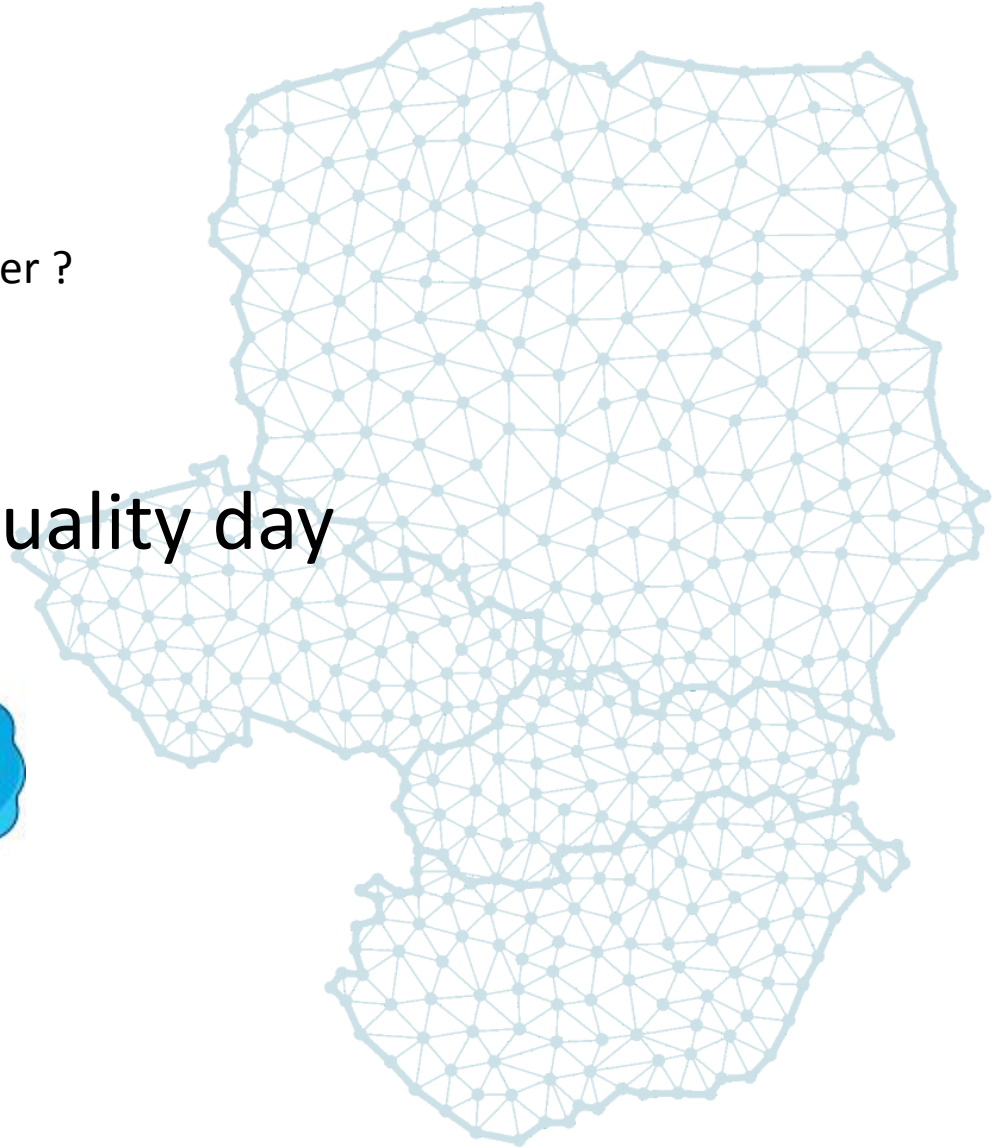


Question at the beginning ...



Do you know what is every year
on the second Thursday of November ?

World quality day



Quality cycle is very simple ...

How to reach it in 4 simple steps ...



Process is described



Process is reached

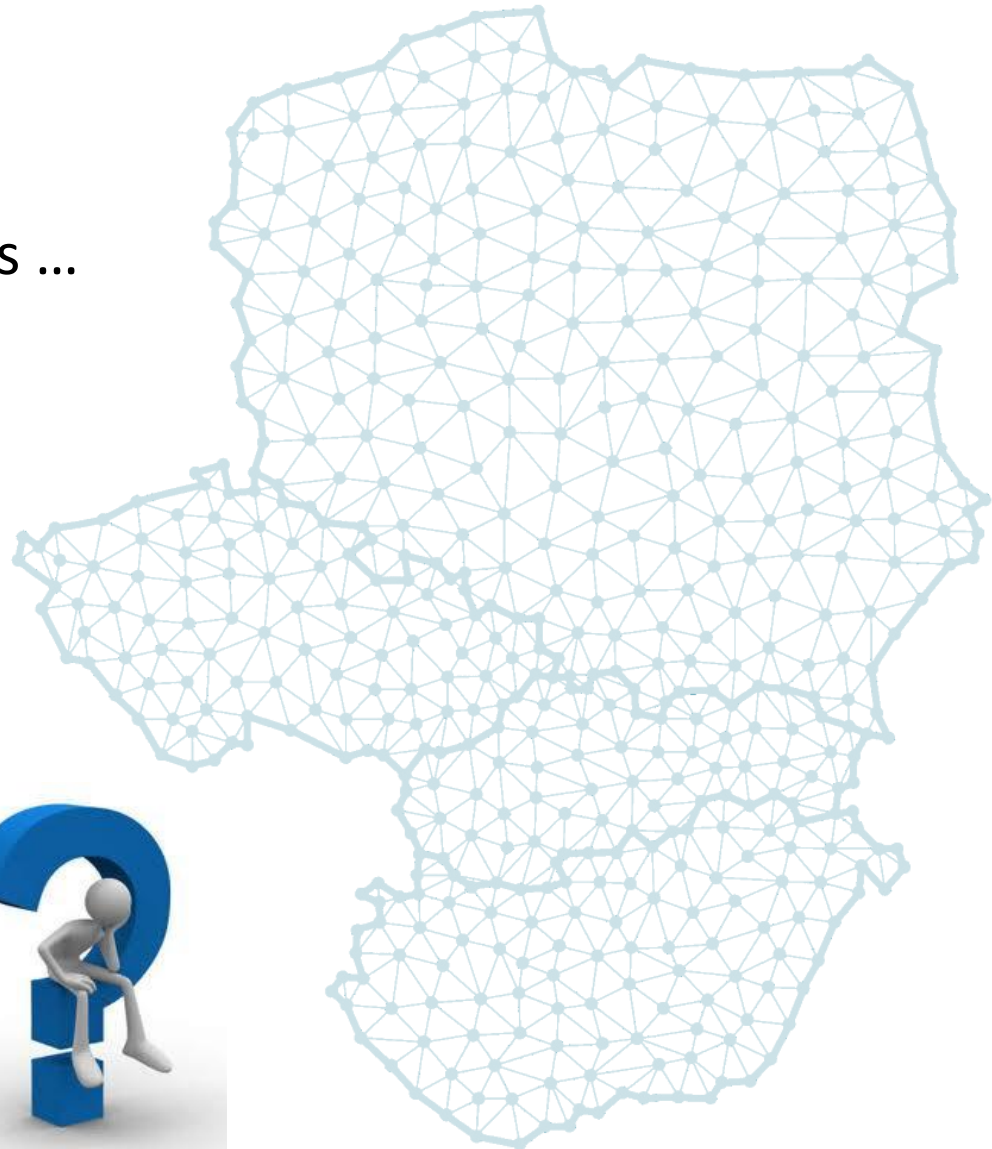


Process is measurable



Process is continually improved

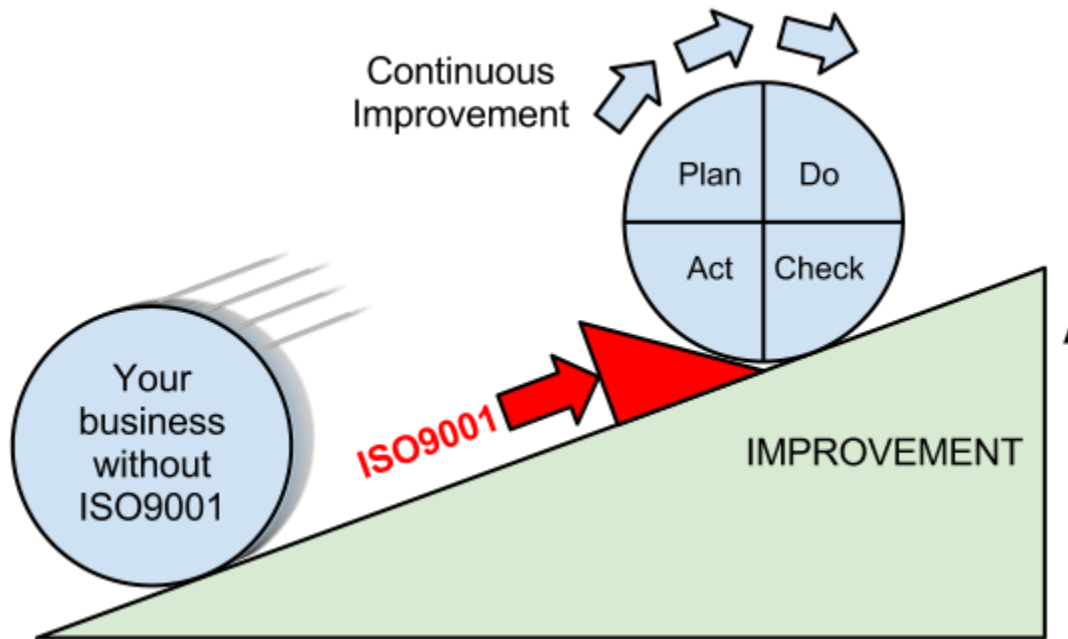
Is Quality Philosophy or is it a Mindset



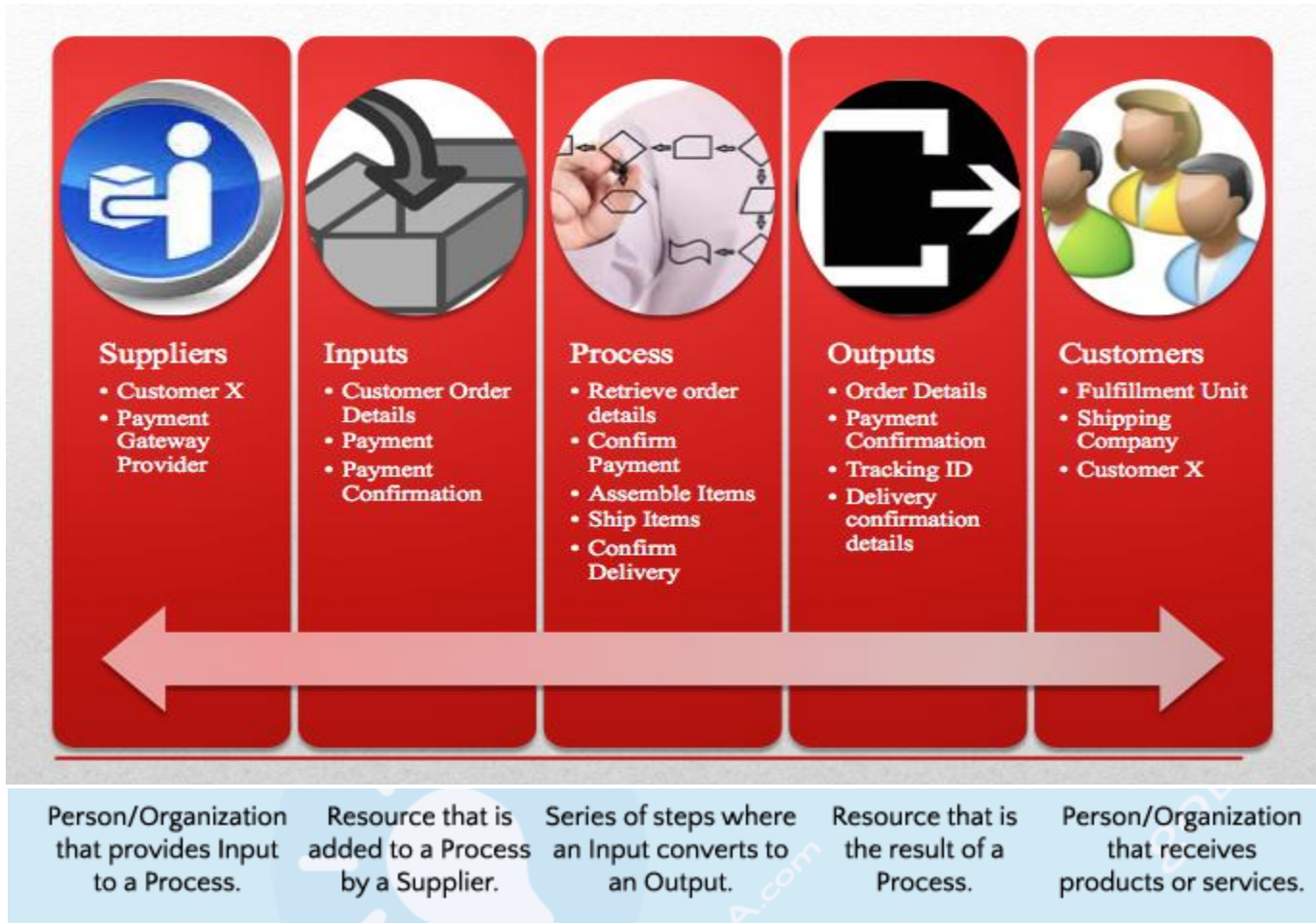
General overview – how we can reach it ...



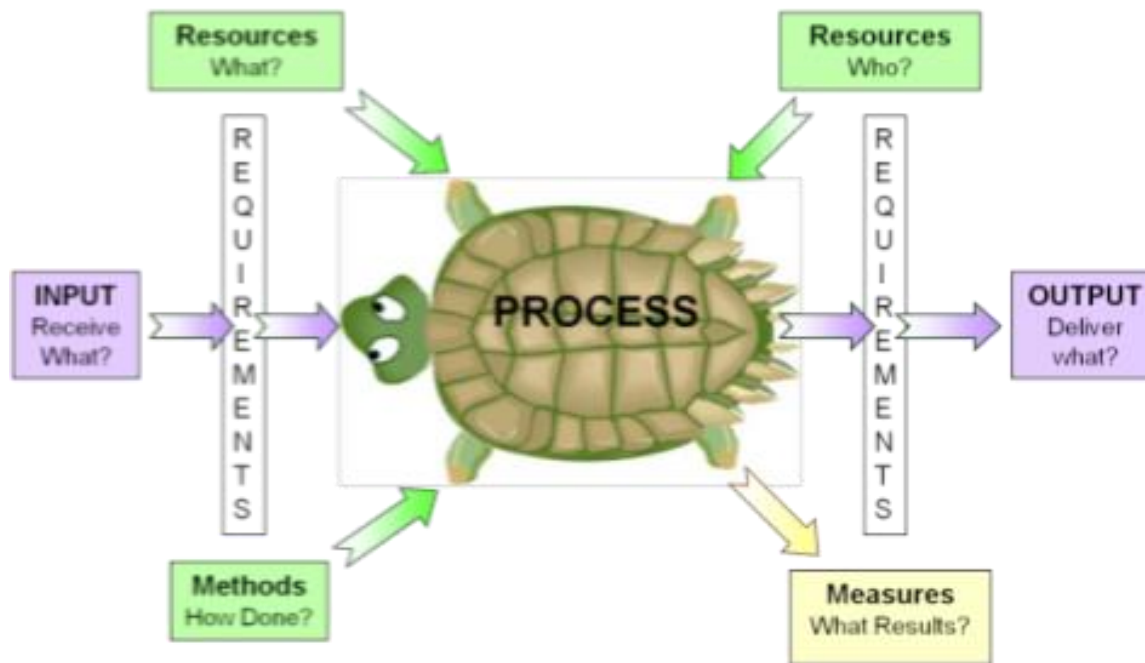
Another expressive example on quality



SIPOC diagram



Turtle diagram



Enough theory let's talk about the Visegrad Patent Institute



Who we are ?



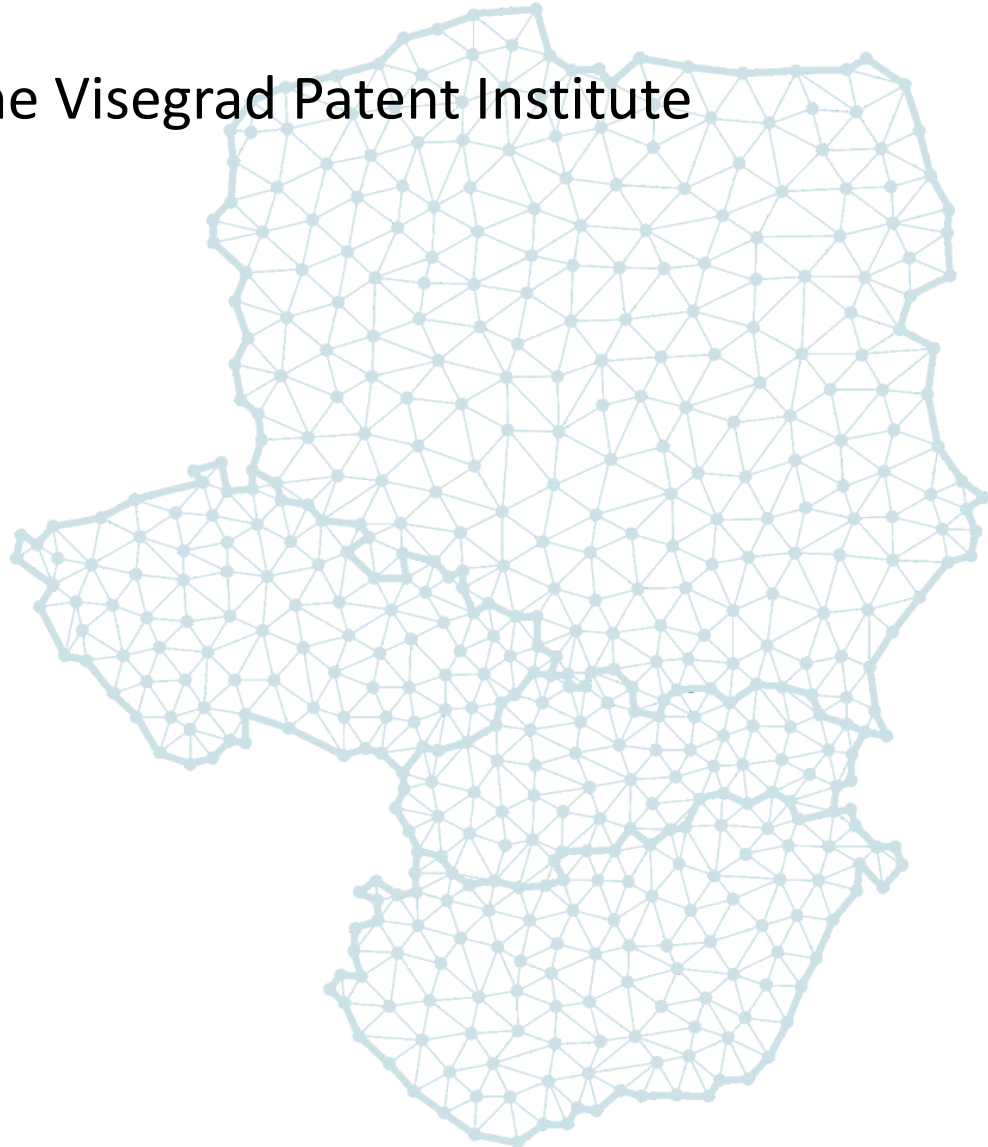
What is our mission ?



How we focus on quality ?



What are our plans for the future ?



Some historical facts about Visegrad

 Hungarian King Charles I (Anjou), the Polish king Casimir III. (Large) and Czech King John of Luxembourg met at the castle Vysehrad (Visegrad) at the November 1335 to establish a formal three-party coalition

 Reestablishment of coalition in 1991



Here we are ...



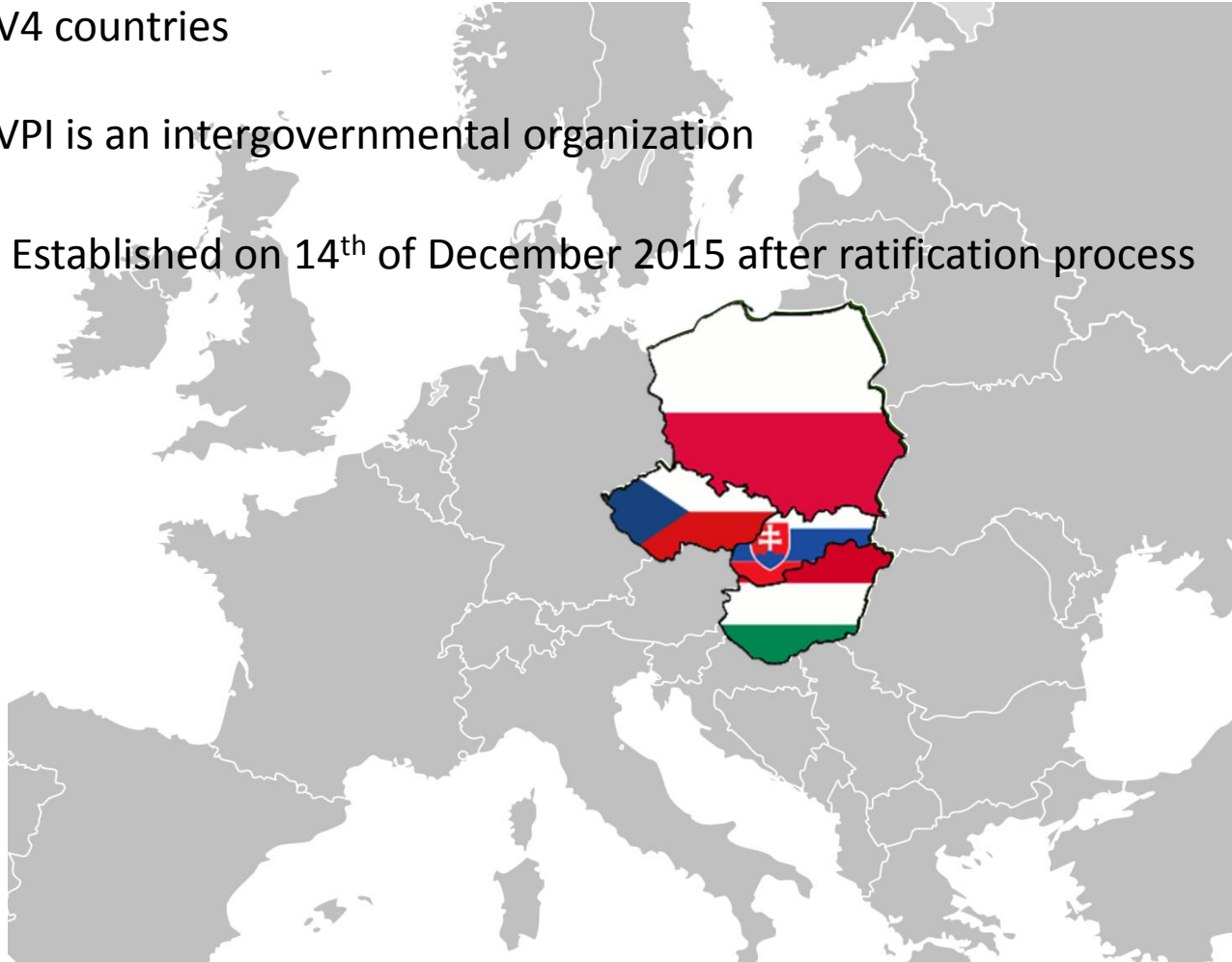
V4 countries



VPI is an intergovernmental organization



Established on 14th of December 2015 after ratification process



Some basics facts



Population:	around 64 millions
Area:	525 448 sq. km
HDP per capital*:	13 648 USD/Poland
	19 845 USD/Czech rep.
	18 047 USD/Slovakia
	13 481 USD/Hungary

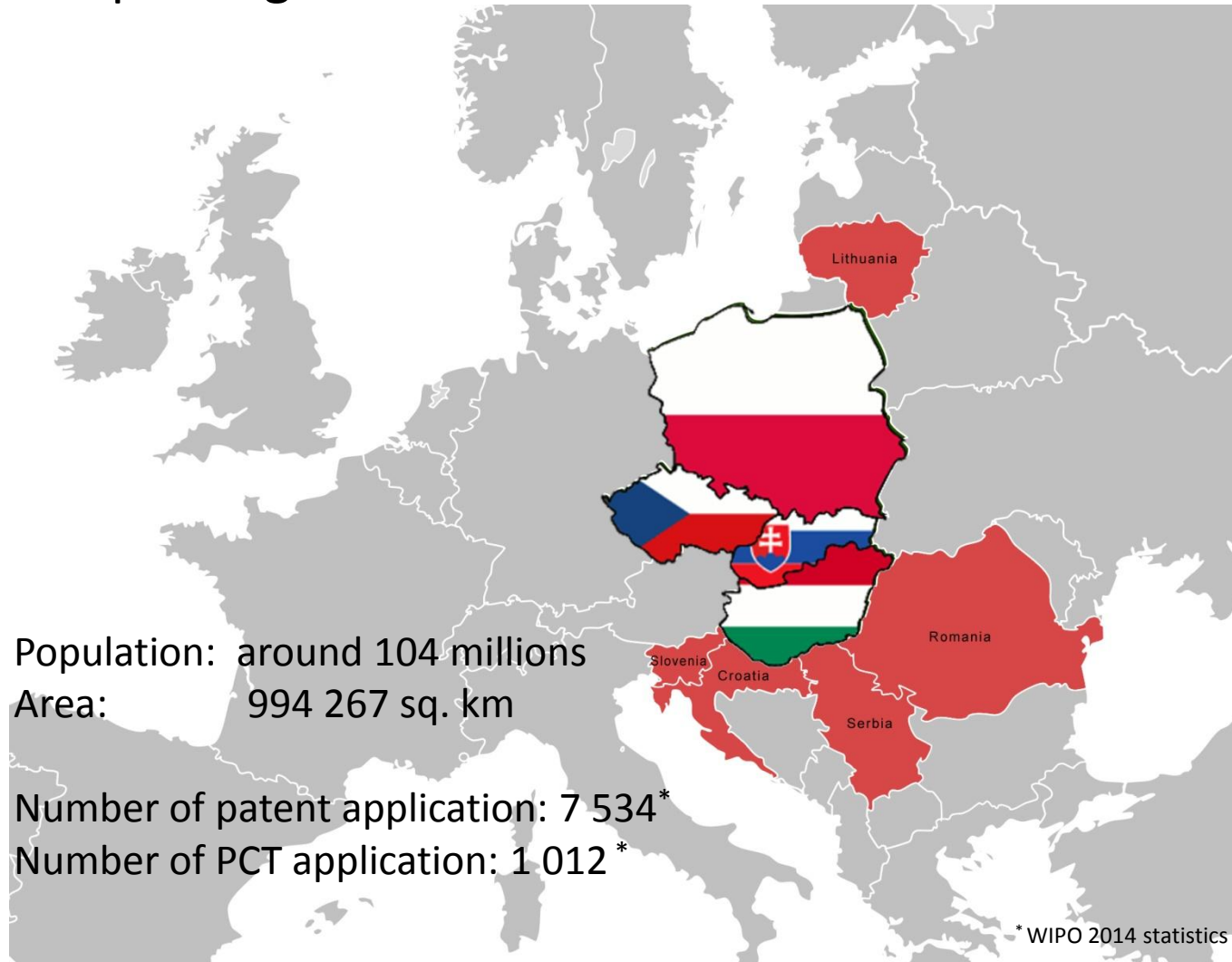
Number of patent application (2014): 5 921**
 Number of PCT application (2014): 760**

But we could be stronger because ...

* World bank statistics

** WIPO statistics

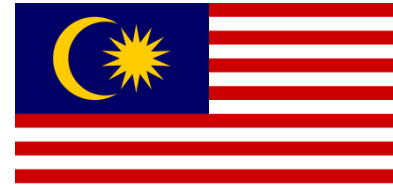
... VPI is open organization for a new members ...





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 Number of PCT application: 760**





Population: 29,72millions
 Area: 329 847 sq. km
 HDP per capital * : 10 538 USD



Number of patent application: 7 620**
 Number of PCT application: 313**

* World bank statistics
 ** WIPO 2014 statistics

Our mission:


- 
PCT authority for Central and Eastern Europe
 International Searching Authority and International Preliminary Examining Authority
 (Articles 16 and 32 PCT)


- 
Intergovernmental organization established on 14th of December 2015 by:
 the Czech Republic, Hungary, the Republic of Poland and the Slovak Republic (i.e. the
 Visegrad countries, they so-called V4)

- Open in two directions:
 - 
 to be enter by any European State at the invitation of the VPI's Administrative Board
 - 
 to be as ISA/IPEA for international applications filled with receiving offices of countries adjacent to the V4 countries provided that the ROs specify the VPI for that purpose

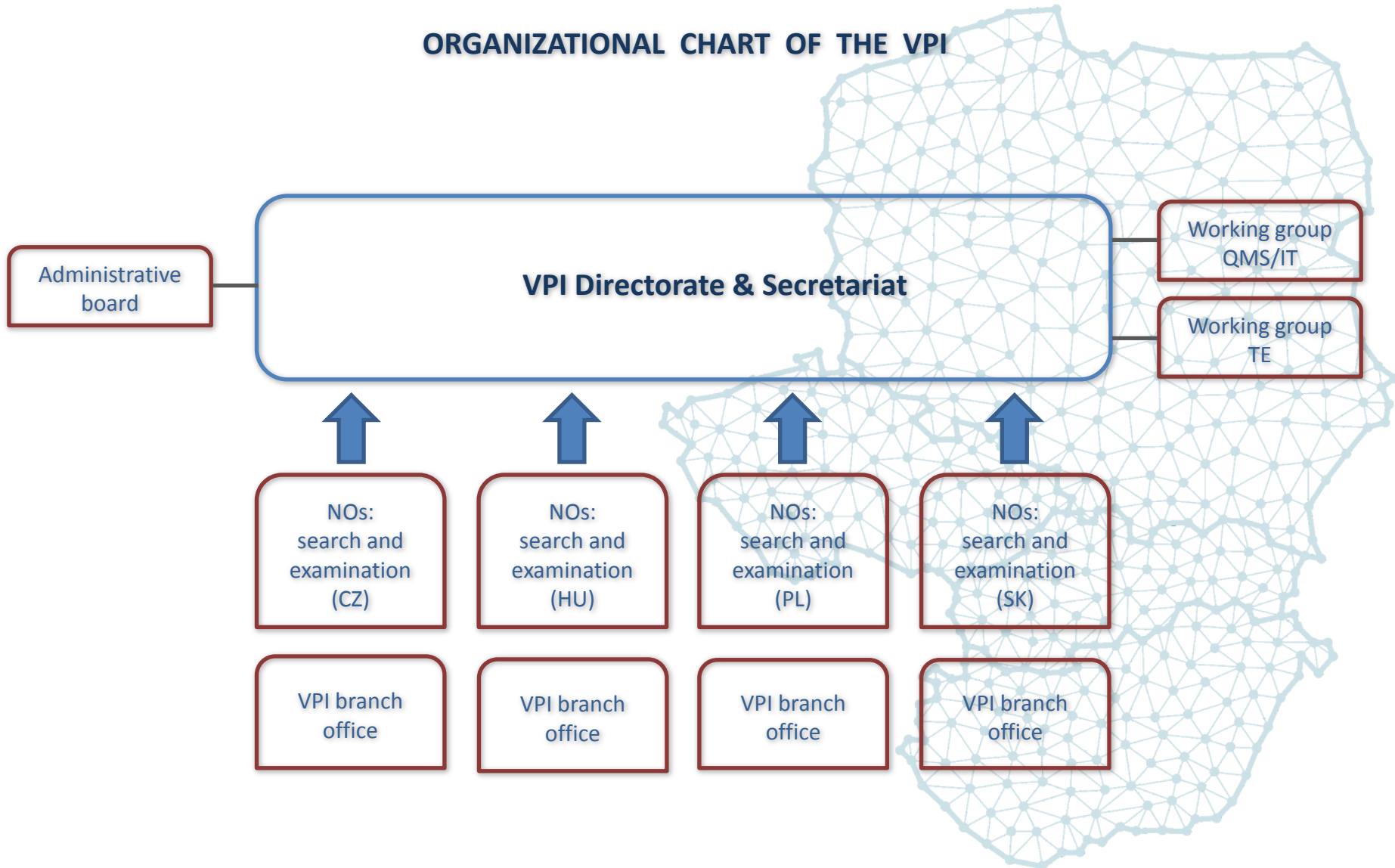
... but we are here also ...

To foster innovation and creativity, and to promote economic growth and competitiveness in the Central and Eastern European region through:

- 
offering a favourable and efficient option for entering the system established under the **PCT** (use of local languages, **proximity, cost-efficiency** by fee refunds based on earlier national search reports)

- 
 maintaining, and further developing, the **patent-related expertise** of the participating national offices (NOs) at the service of their inventors and industries

ORGANIZATIONAL CHART OF THE VPI



Basics facts about VPI contracting states

Czech republic:

office established 1919

ISO 9001:2008, ISO 27 001:2005, ISO 14001: 2004, BS OHSAS 18001:2007

Hungary:

office established 1896

ISO 9001:2008, ISO 27 001:2005

Poland:

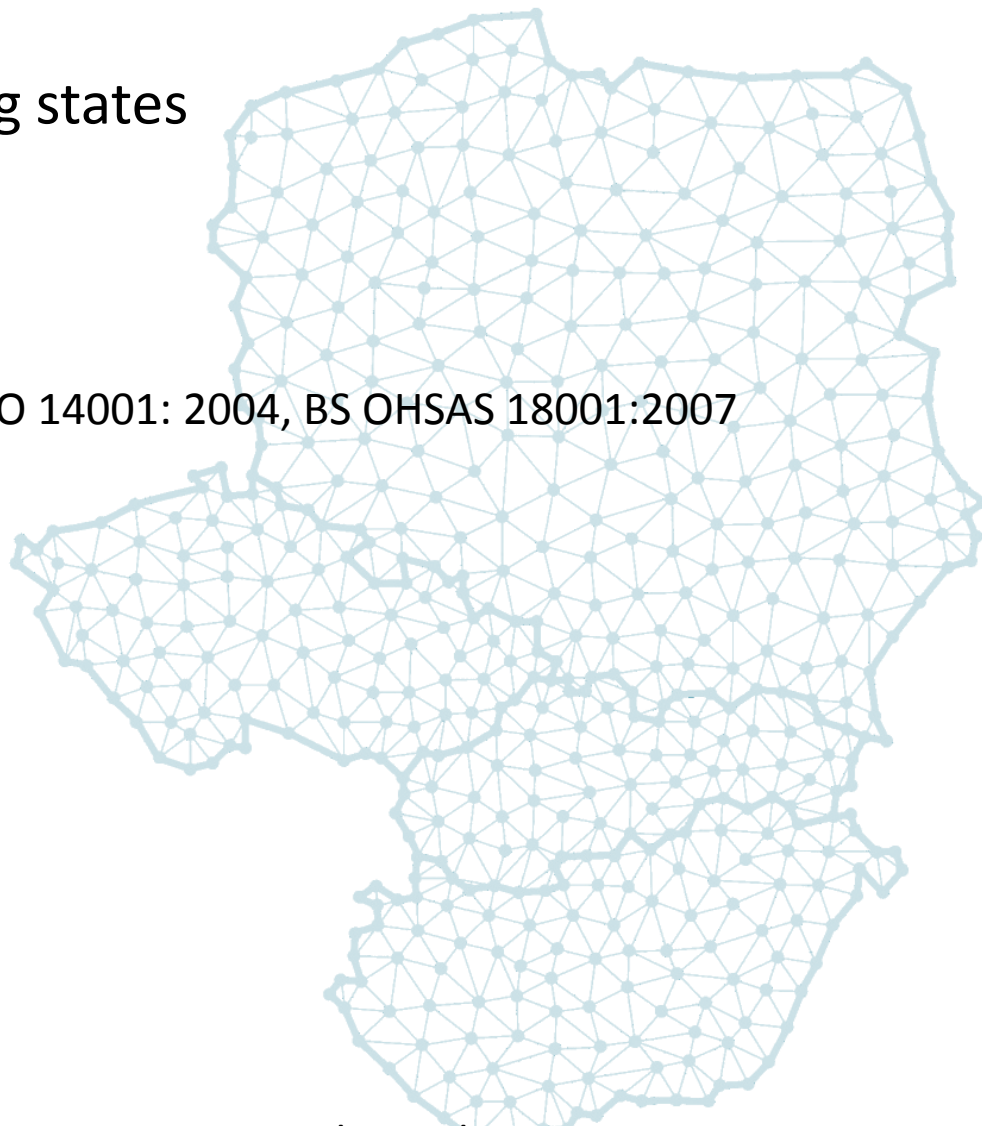
office established 1918

ISO 9001:2008

Slovakia:

office established 1919 (1993)

ISO 9001:2008

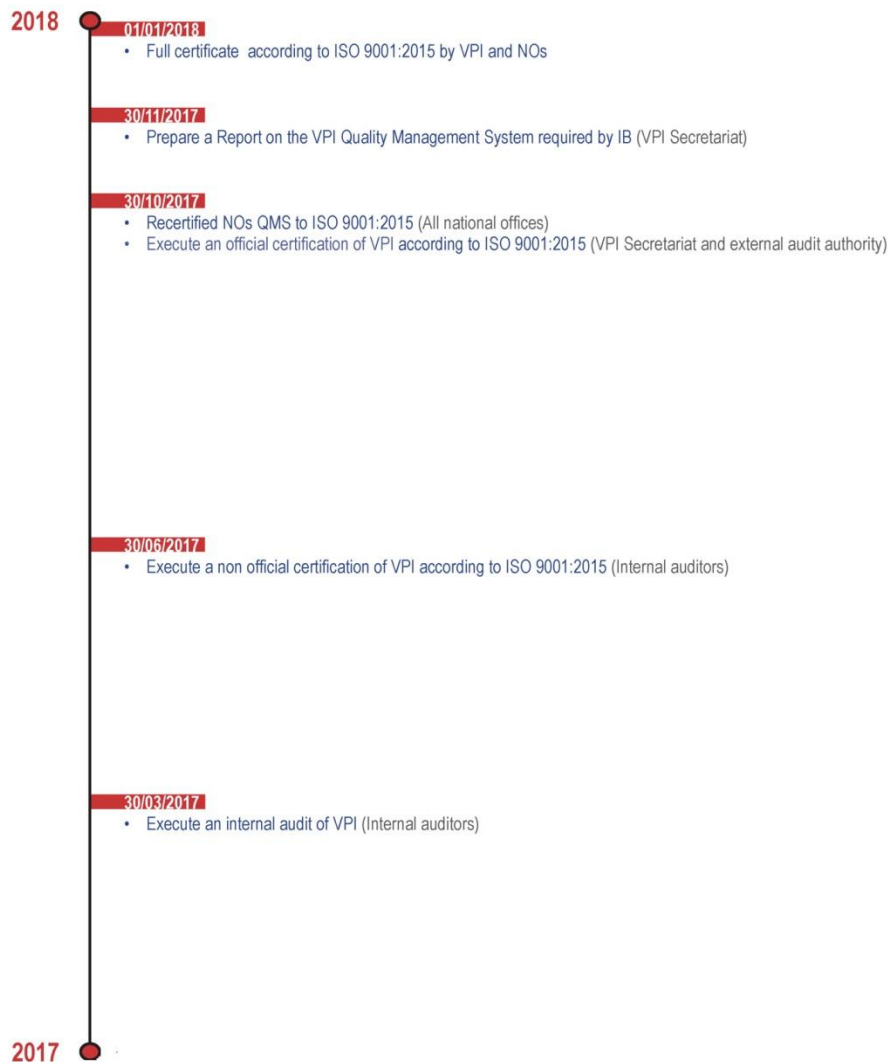


All recertification to the ISO 9001:2015 are planned in year 2017

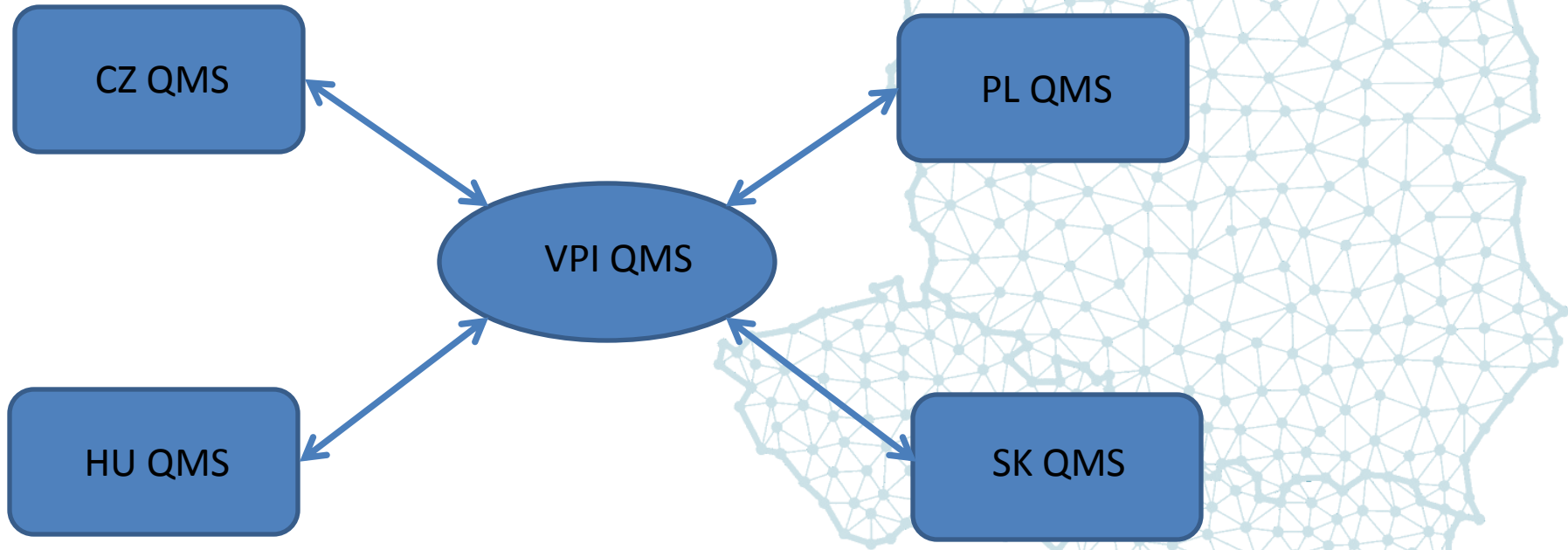
Quality roadmap of the VPI (Approved by the AB on 23/02/2016)







Quality roadmap of the VPI (Approved by the AB on 23/02/2016)

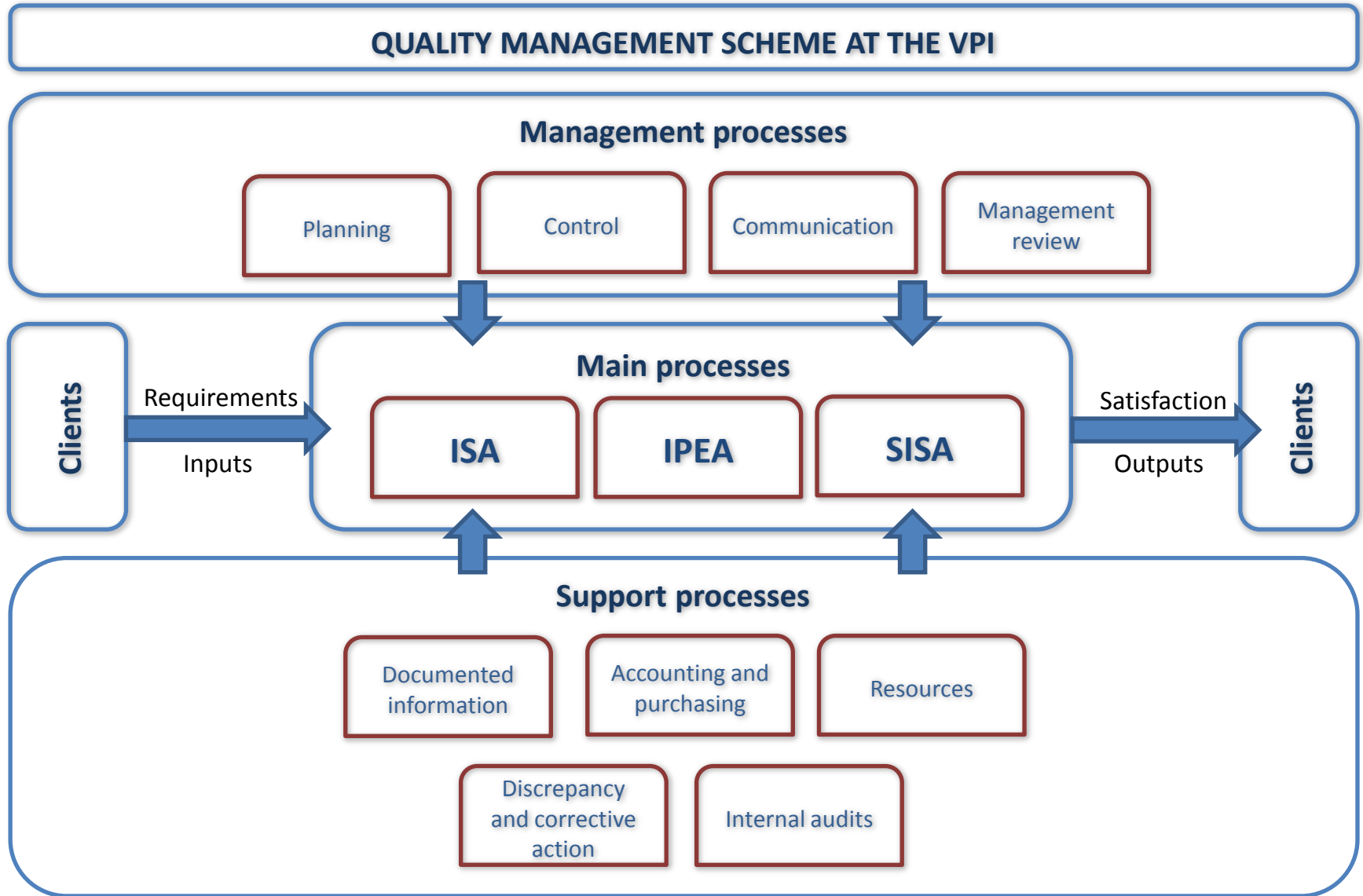


Relations between QMS systems



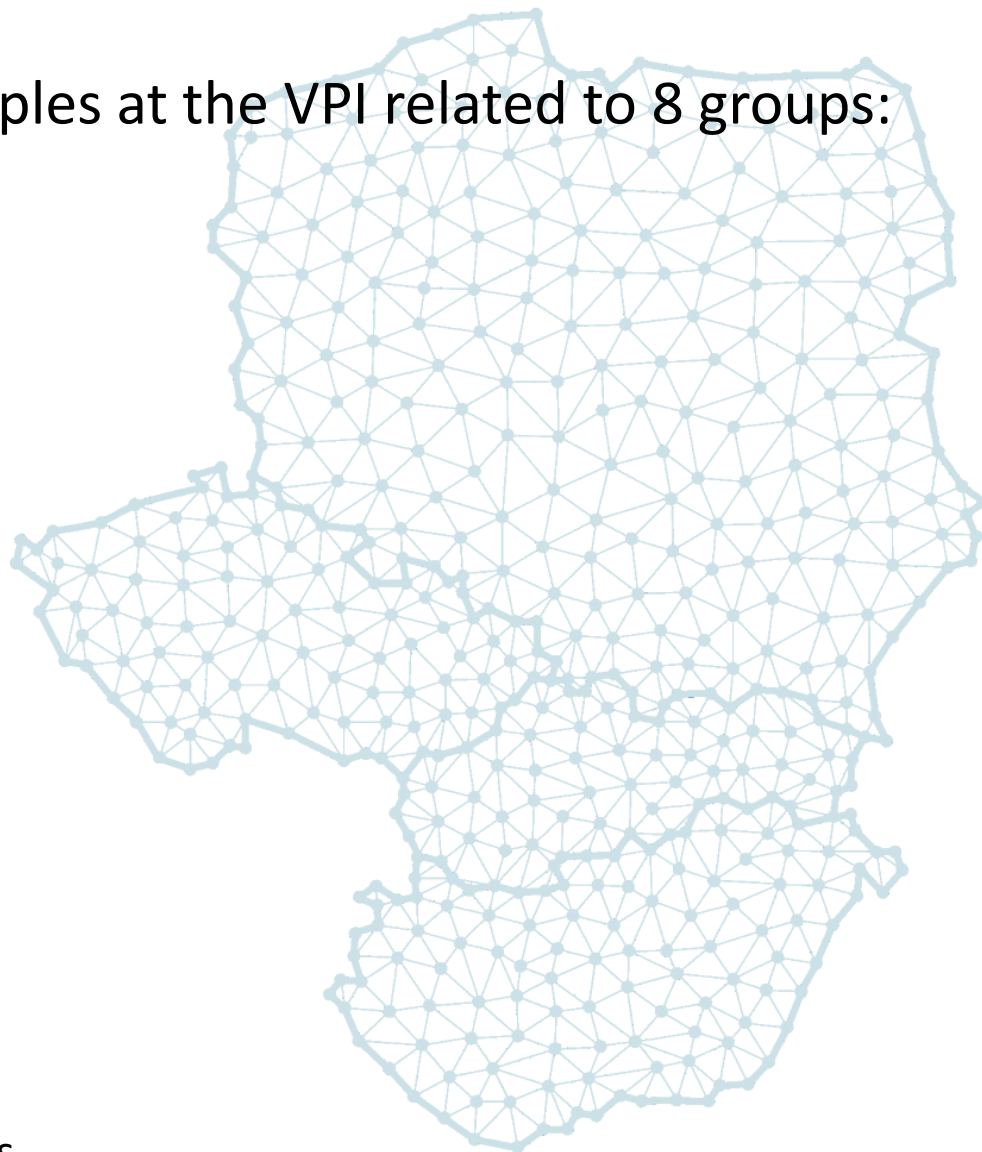
The VPI Quality management system is stand alone but with strong connection to the nationals quality management systems mainly in:

-  outsourcing of the main processes
-  managing human resources
-  handling documentation
-  internal audits



Basic quality management principles at the VPI related to 8 groups:

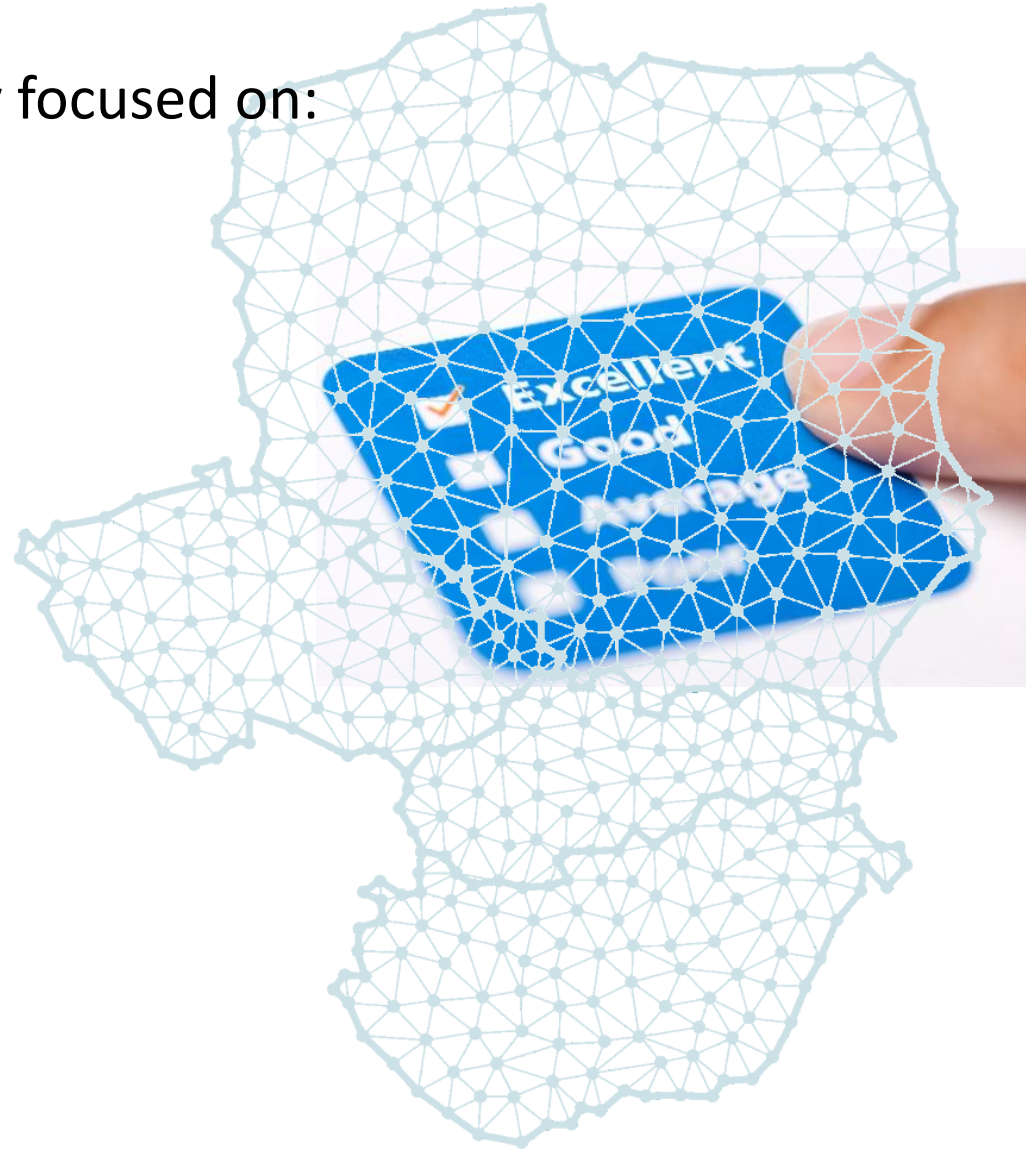
- Leadership
- Customer focus
- Involvement of the people (staff)
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships



Systematic quality checks mainly focused on:

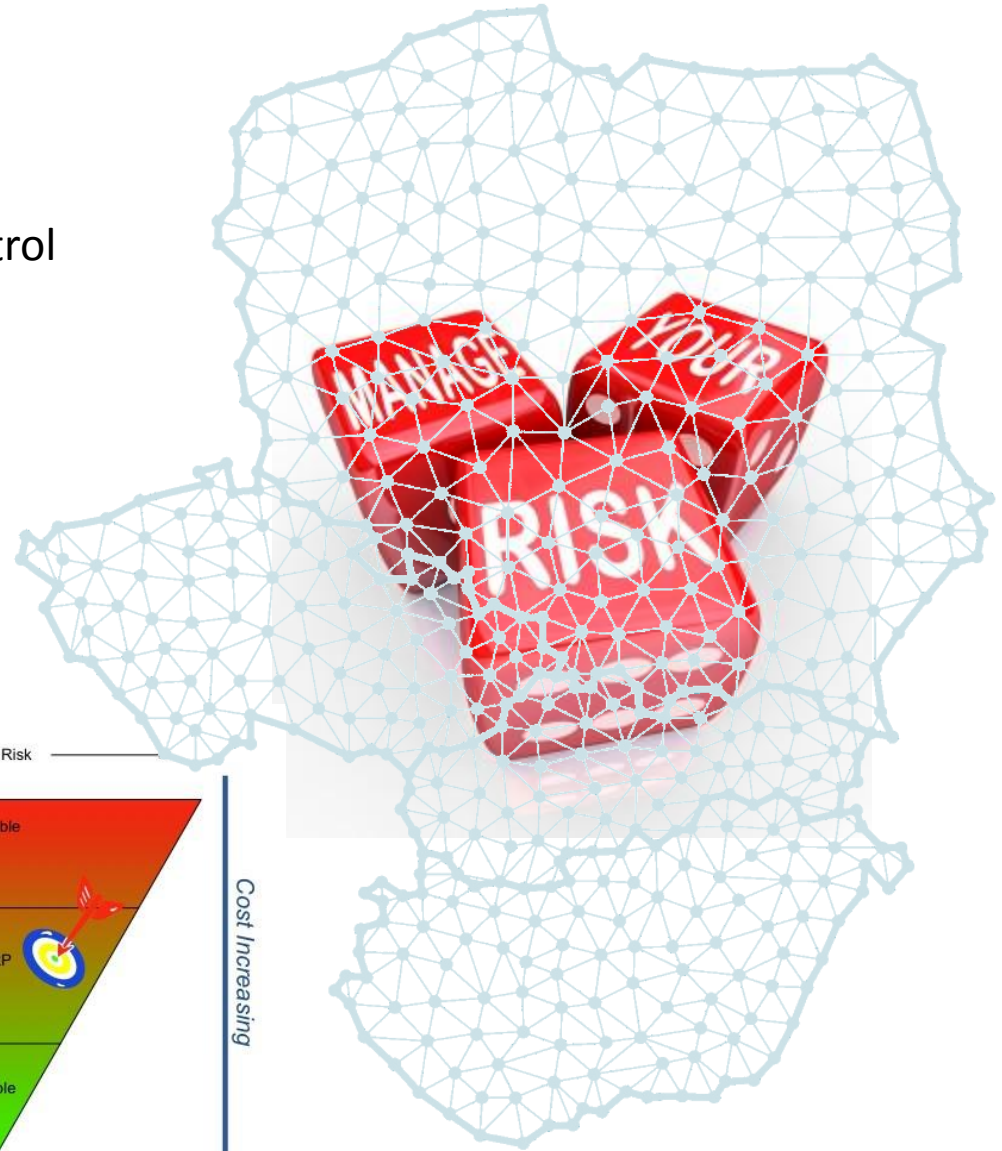
- errors in general
- timeliness
- search quality
- consistency in the processes
- language tasks

We call it „harmonization check“

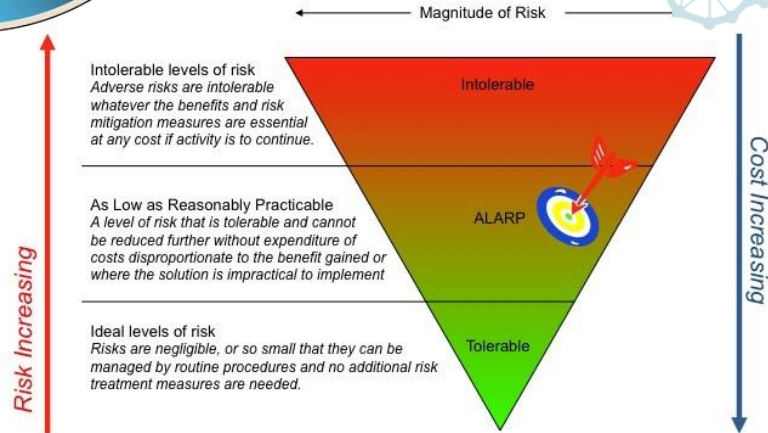


Risk management

Main idea is to keep all risks under control





As
Low as
Reasonable
Practical



Our future is based on the VPI Quality policy

Main targets of our Quality Policy

- 

to deliver professional, high quality search and examination products and services
- 

to ensure that its users (e.g. individual inventors, small and medium-sized enterprises, and publicly funded research organizations) and partners (e.g. the participating national offices or the International Bureau of the WIPO) are satisfied with the overall operation of the VPI



... but our Quality Policy is also based on ...

- maintain and continually improve quality management system
- continually monitor the functioning of work processes under QMS, in order to flexibly harmonise the VPI's quantity and quality performance with the demands of users in a changing environment
- pay special attention to learning the needs of its users and to manage their complaints
- facilitate the exchange of knowledge and experience among the participating national offices and participate in knowledge-exchange among international organisations; the VPI shall operate and possibly improve its own system so that it can apply the internationally accepted best practices in its activities
- ensure the improvement of the professional, language and public administration knowledge and skills of the employees of the participating national offices, making them understand the effect of quality requirements on their activities
- establish a work plan which ensures that the performance be in accordance with the legislation in force, be identified and checked, and that the staff effectively attains the performance objectives
- continually check its human, financial and infrastructural resources so that they are always sufficient to perform our duties and to achieve the quality objectives
- endeavour to further develop its QMS in order to adapt it to the changes in the system environment and to continuously improve the quality of its overall performance

Instead of the end ...

Nothing is so good that cannot be done/made even better ...
SINCE NOTHING IS ABSOLUTELY PERFECT



And this is also one of the main reason why ...

WE HAVE BEEN CONSTATLY IMPROVING EVERYTHING WE ARE DOING

Thank you for very much your attention!

Andrej Legiň
Secretary general
Industrial property office of the Slovak republic

andrej.legin@indprop.gov.sk

www.upv.sk

www.vpi.int

