Quality Management System at IPOS

Rongguo Xie (Patent Examiner)

IPOS, IPOS-International
Patent Search & Examination Unit

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Patent Search & Examination Unit

Introduction to Patent Search & Examination Unit

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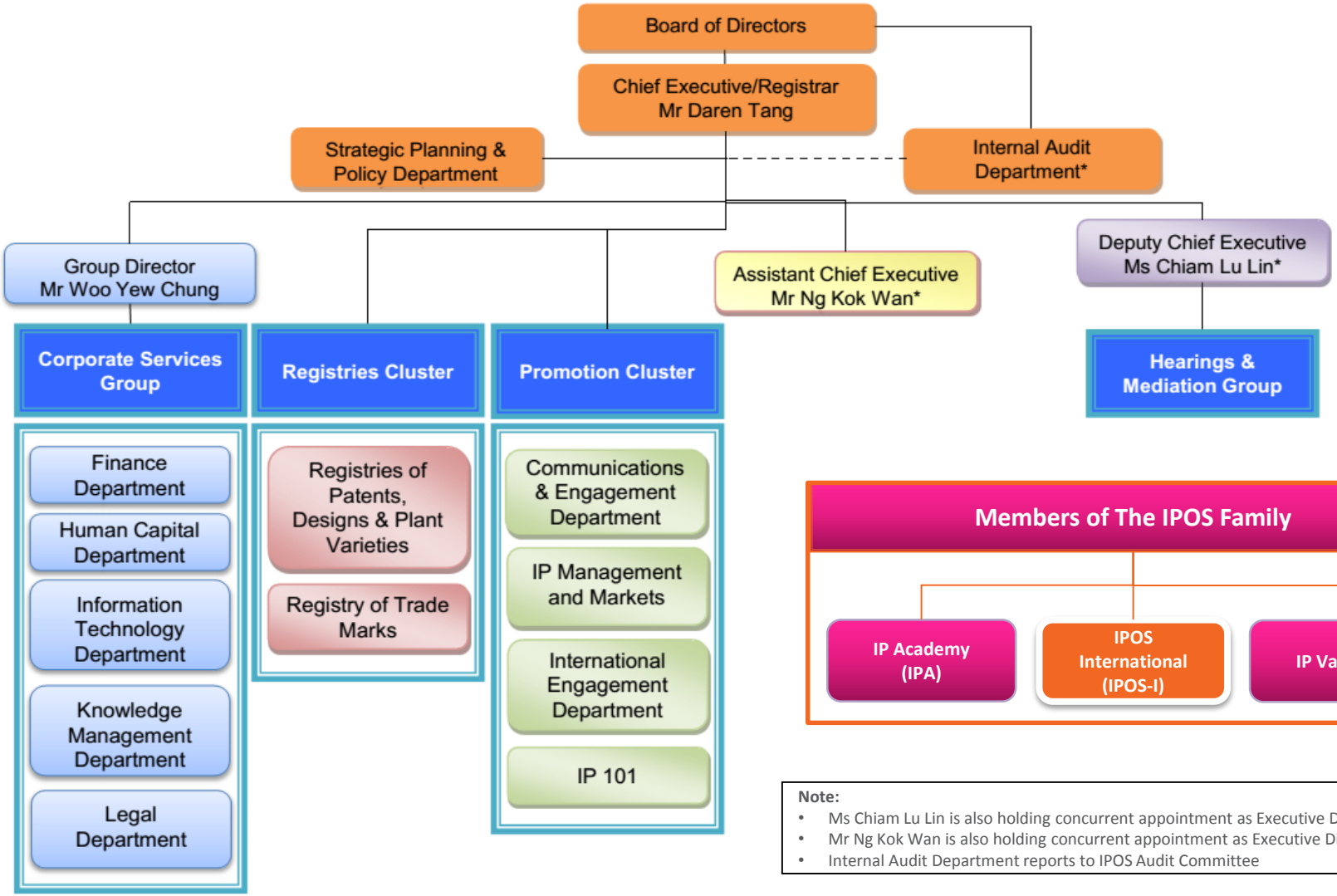
Patent Search & Examination Unit

IPOS Organisation Chart



Note:

- Ms Chiam Lu Lin is also holding concurrent appointment as Executive Director, IPA
- Mr Ng Kok Wan is also holding concurrent appointment as Executive Director, IPOS-I
- Internal Audit Department reports to IPOS Audit Committee

As updated on 1 April 2016

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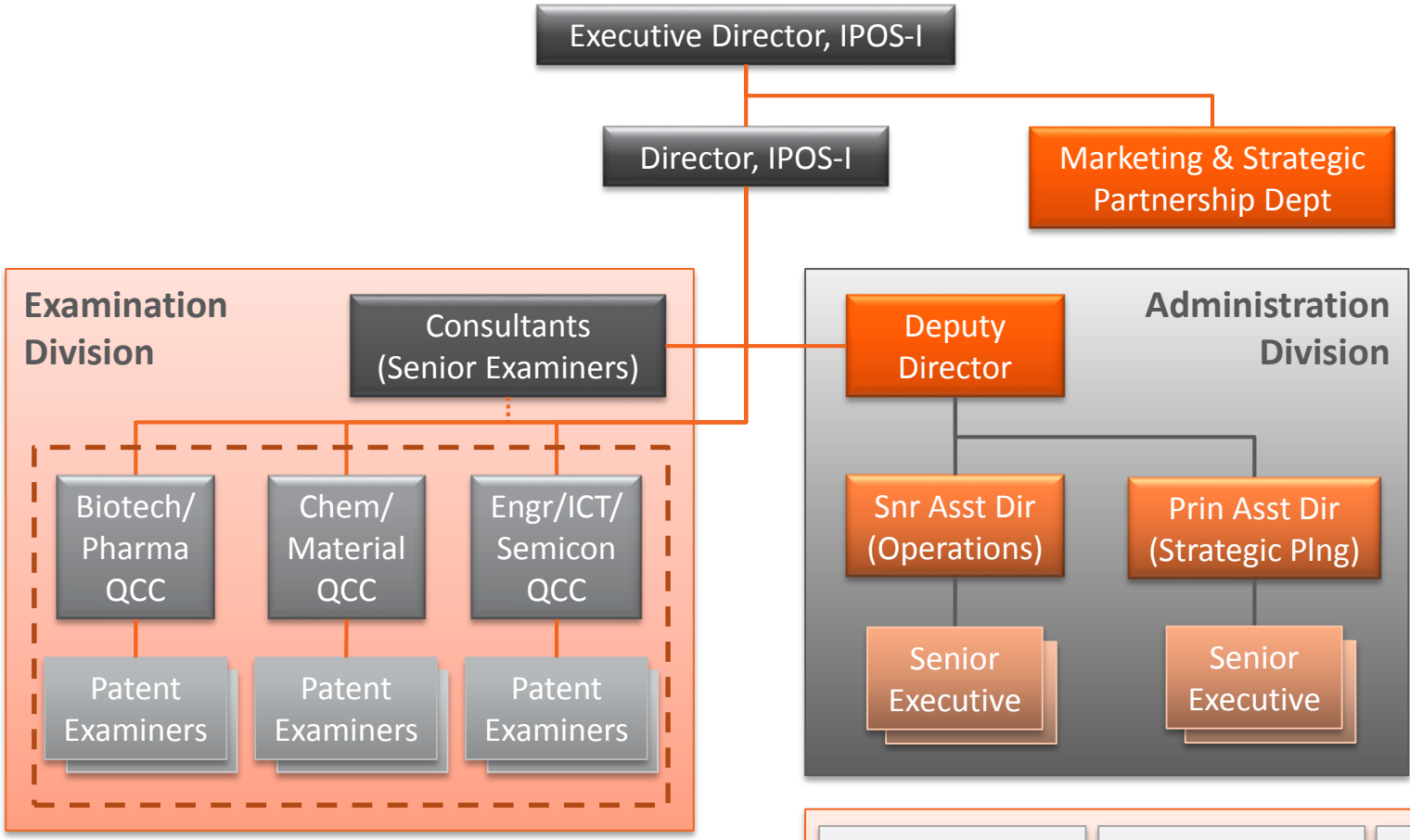
Organisational Structure of Patent S&E Unit, IPOS-I



*QCC = Quality Control Circle

In-house Committees

PCT Implementation	Examination Standards	Search Standards
Quality Management	Patent Analytics	Cont. Learning And Training
Workbench	Welfare	Ad-hoc Projects

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Quick Facts about Patent S&E Unit

Turned operational

2013-05-28

102 Patent Examiners

2 Senior Examiners

11 Management & Operations

*Accurate as of march 2016

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Examination Division

95%
Ph.D. holders from top universities

Nat Uni of SG, Nanyang Tech Uni (SG)
Imperial College London (UK)
University of Melbourne (AU)
Tsinghua Uni, Peking Uni (CN)
Technische Universität München (DE)

Diverse knowledge & skills

Average **5-7** years of working experience

Academia
Industry
Research Institute
Patent Law Firm
IP Office (AU, UK, JP, CN)

Multi-linguistic

30% of Examiners can search with Chinese 漢字

English
Chinese
Bahasa Melayu
Bahasa Indonesia
Japanese

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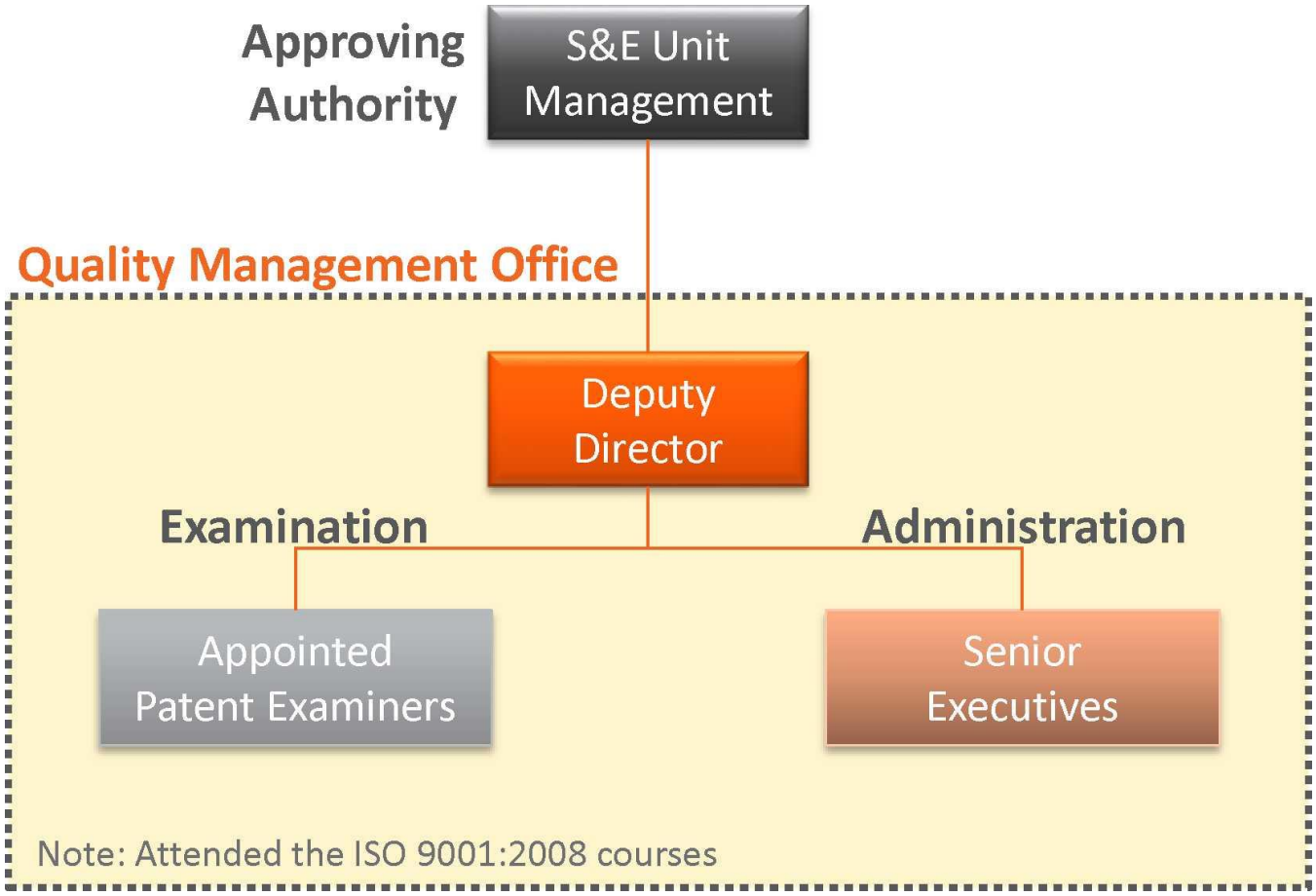
Quality Management System

Quality Management System in Patent S&E Unit



Provisional since Unit became operational in May 2013 and formalised in May 2014

Quality Management System (QMS)

ISO 9001 certified in Nov 2014

Fulfil the requirements set out in Chapter 21 of the PCT Guidelines and ISO 9001:2008 (Certified in Nov 2014)

Quality Policy

Work together with customers to provide high quality reports, products and services that are delivered in an efficient and consistent manner.

Committed to continually improve its systems, practices and programs.

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Quality Management System (QMS)

- Quality Objectives

  ❑ High quality = Validity + Reliability

	Validity	Reliability
Search	Employing an appropriate search strategy, and using a comprehensive set of authoritative sources of information	Sufficiently documented to permit a reproducible and consistent search result
Examination	The law is correctly interpreted and logically applied to arrive at a sound decision, and where that decision and its basis are clearly communicated to the customer	Using a consistent approach based on an open and transparent set of Guidelines, and where considerations for arriving at a decision have been documented to show that Guidelines have indeed been followed during the examination

  ❑ Efficient = Timeliness to deliver products and services

Committed to issuing first office actions within 6 months from the date of request

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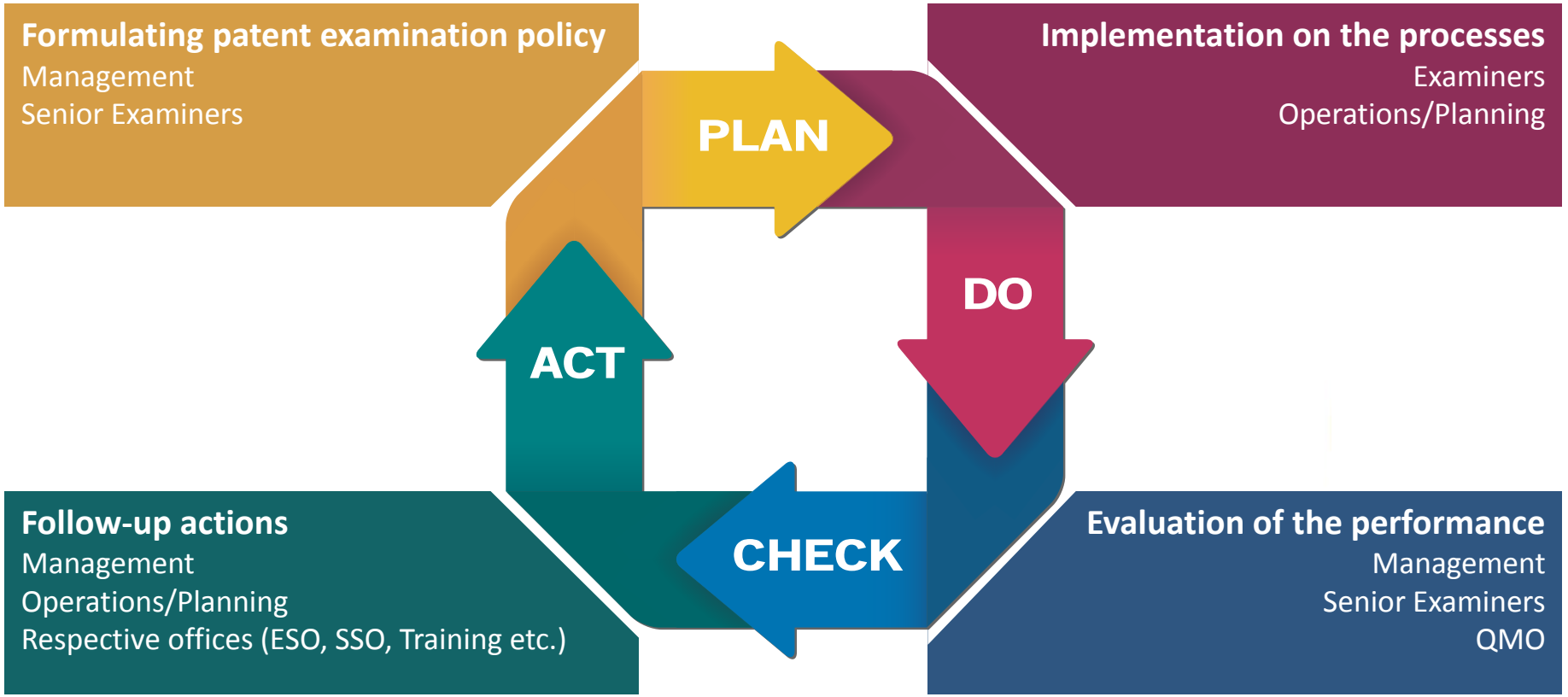
PDCA Cycle in the QMS



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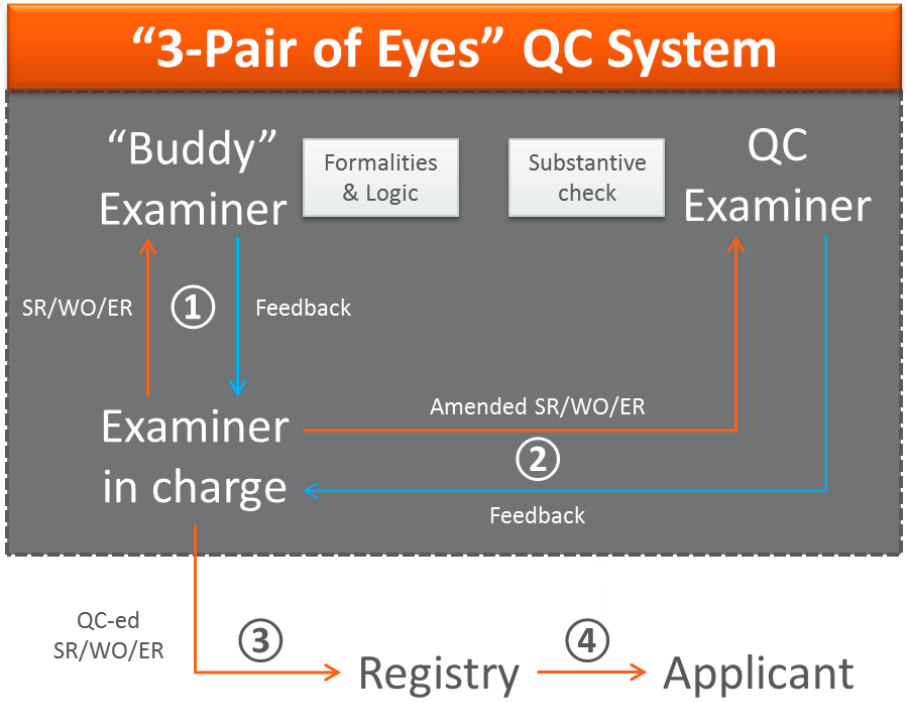
QMS: Quality Control and Quality Assurance

- A strong teamwork culture
- Quality Control (QC) and Quality Assurance (QA) system
  - A unique "3-Pair of Eyes" System
- Team-based problem solving
  - 3 Quality Control Circles
    - Biotechnology & Pharmaceuticals
    - Chemistry & Materials
    - Engineering, Semiconductor & ICT



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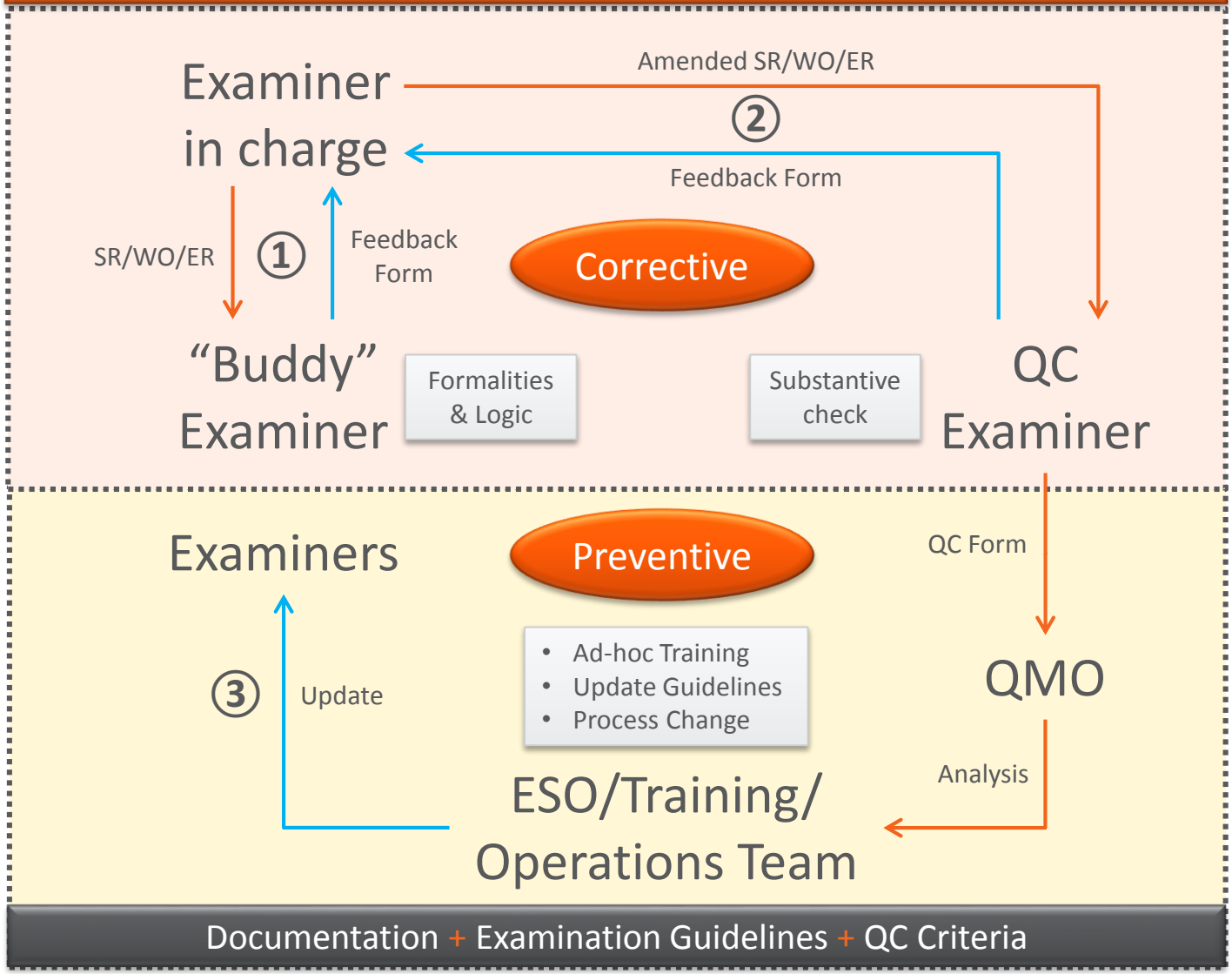
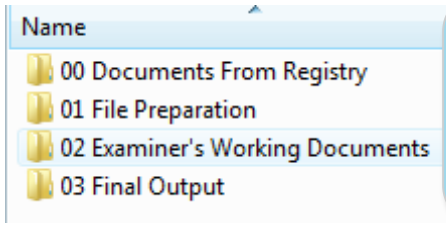
Quality Control (Internal Feedback)



QMS: Documentation

- All the documentation required in ISO 9001:2008
  - Quality Manual, personnel training record etc.
- A record of S&E processes for internal review and documentation



Standard Folder for An Application
00 – Documents forming the application as basis for examination
01 – Related documents prepared by Operations Team
02 – Search strategies, report drafts, and feedback by Buddy and QC Examiner
03 – Final reports issued by the Examiner

  - Internal documents
    - ❖ Internal votum (point of invention, search strategies, considerations etc.)
    - ❖ Feedback by Buddy and QC Examiner
  - Relevant documents considered for examination purpose
- Quality control and easier handover of files

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QMS: Quality Assurance

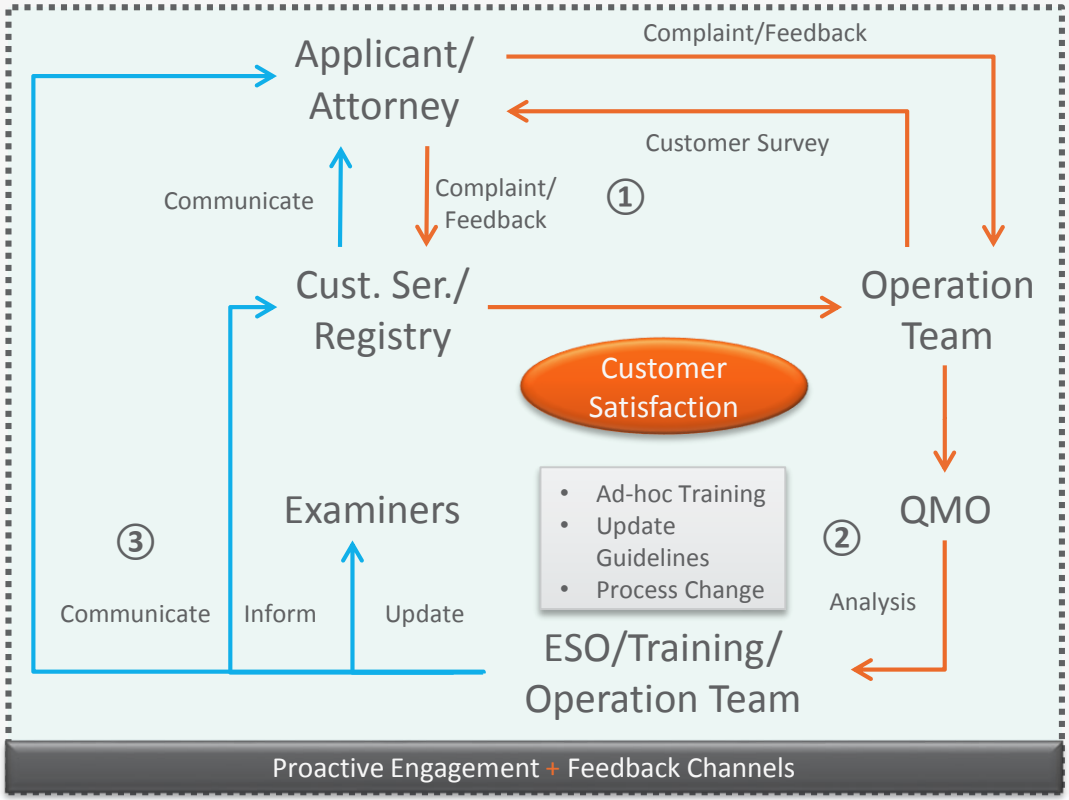
Continuous development & improvement from internal & external feedback

Annual Customer Satisfaction Survey to applicants and patent agents

Annual meetings with stakeholders to understand recent developments

Data analysis by QMO and follow-up actions by relevant Offices and/or Management

External Feedback (stakeholders, applicants and patent agents)



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Thank You!

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