

IPOS' Quality Management System under ISO 9001 Standard

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Quality Management System (QMS)

- Fully comply with the requirements of ISO 9001 Standard
 - Certified to **ISO 9001:2008** in November 2014
 - Certified to **ISO 9001:2015** in October 2017
- ISO-certified processes
 - International (PCT) search and examination
 - National search and examination
 - Patent analytics services

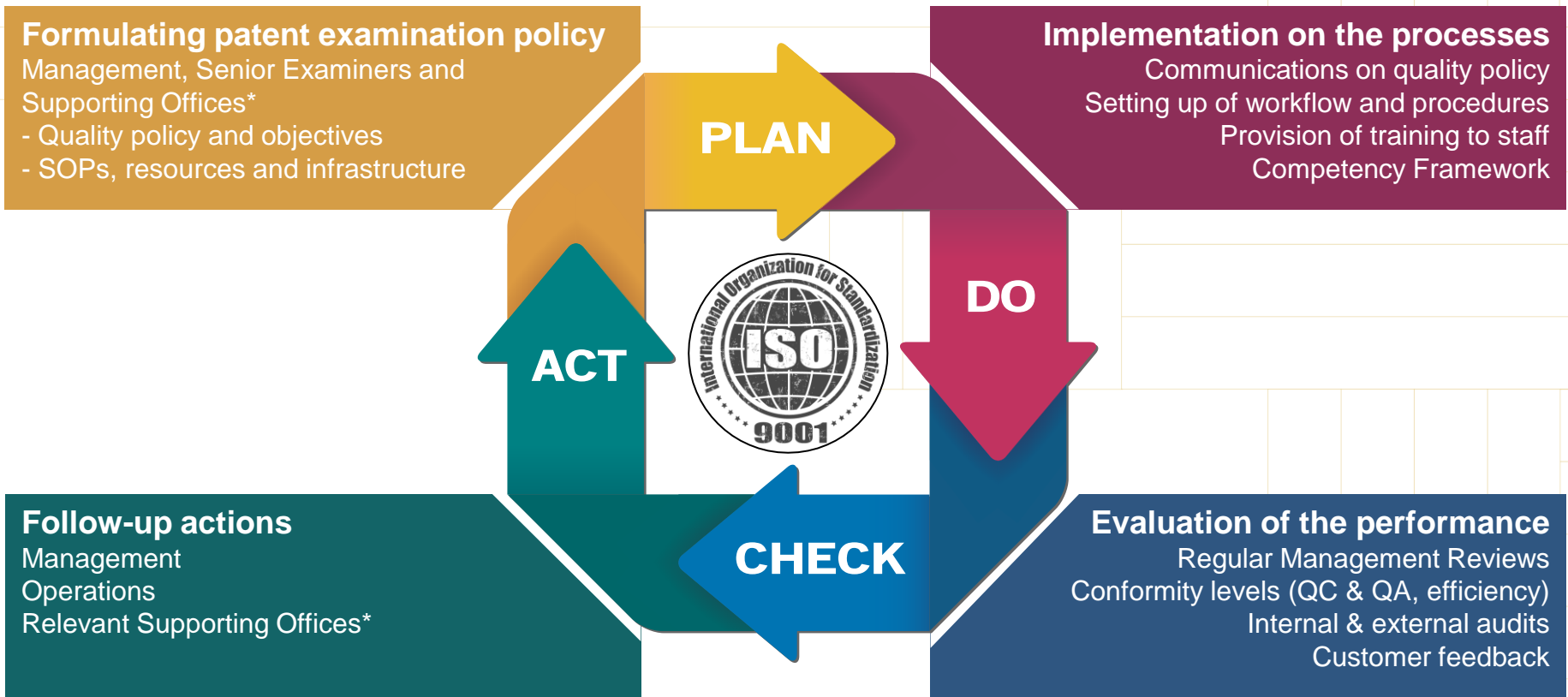


Quality Objectives

“Our quality objectives are to provide **high quality** search and examination products and services that are **valid, reliable**, delivered in an **efficient** manner.”

	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

PDCA Cycle in the QMS



* Supporting Offices

- | | | | | | |
|---------------------|----------------|------------------------------|-------------------------|----------------|------------------------|
| Quality Mgmt Office | PCT Task Force | Examination Standards Office | Search Standards Office | Training Cadre | Learning & Development |
|---------------------|----------------|------------------------------|-------------------------|----------------|------------------------|

The ISO Compliance Matrix

Clause in ISO 9001:2015	Main Requirements	Ch.21 of ISPE GLs
Context of the organisation	Organisational structure & Scope of QMS	Leadership & policy
Leadership	Policy, roles, responsibilities & authorities	
Planning	Risk assessment & Quality objectives	Resources Mgmt of workload Communication Documentation (incl. search process)
Support	Resources, competence, communication, documented info	
Operation	Requirements for products & services, provision of products and services	
Performance evaluation	Quality control and quality assurance Internal audit	Quality assurance Internal review
Improvement	Nonconformity and corrective action	Communication

Unique Features in the QMS: Risk Management

- Risk assessment & management
 - Strategic level: SWOT analysis during the annual planning process
 - Operational level: risk assessment during planning and execution of the product realization processes

S/N	Part 1					Part 2					
	Potential Risk Event	Potential Risk Impact	Existing Risk Control	Likelihood of Occurrence	Severity of Impact	Risk Level (H/M/L)	Further Mitigation Action (Description and Schedule)	Responsible Party	Likelihood of Occurrence	Severity of Impact	Revised Risk Level (H/M/L)

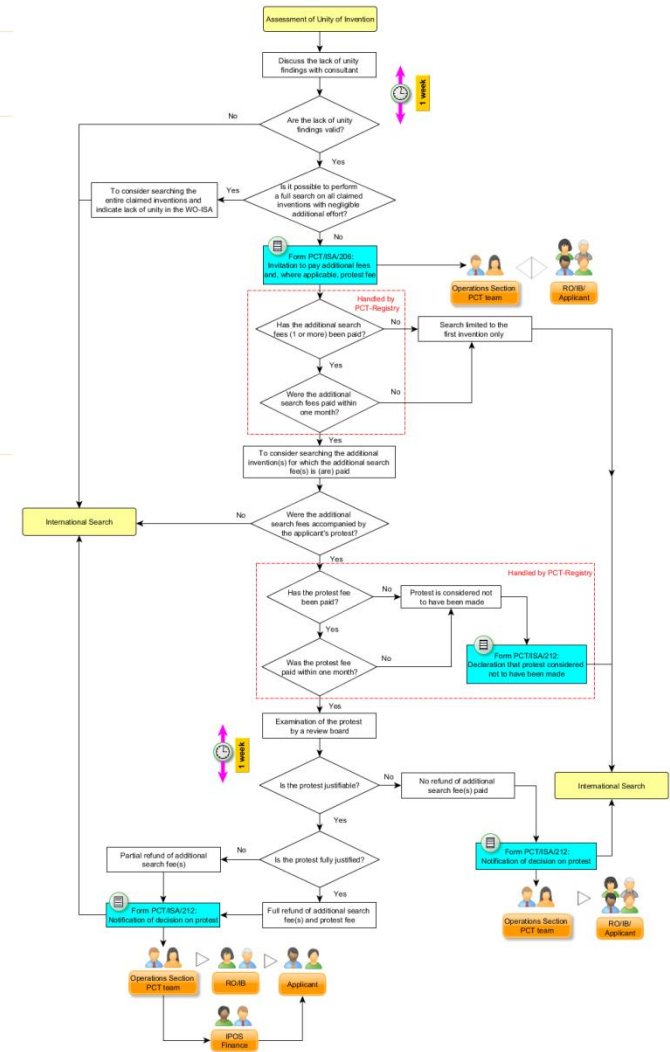
Unique Features in the QMS: Workflow Management

- Workflow management system
 - Microsoft SharePoint
 - Create task and notify examiner by email
 - Provide deadline and latest status of each task

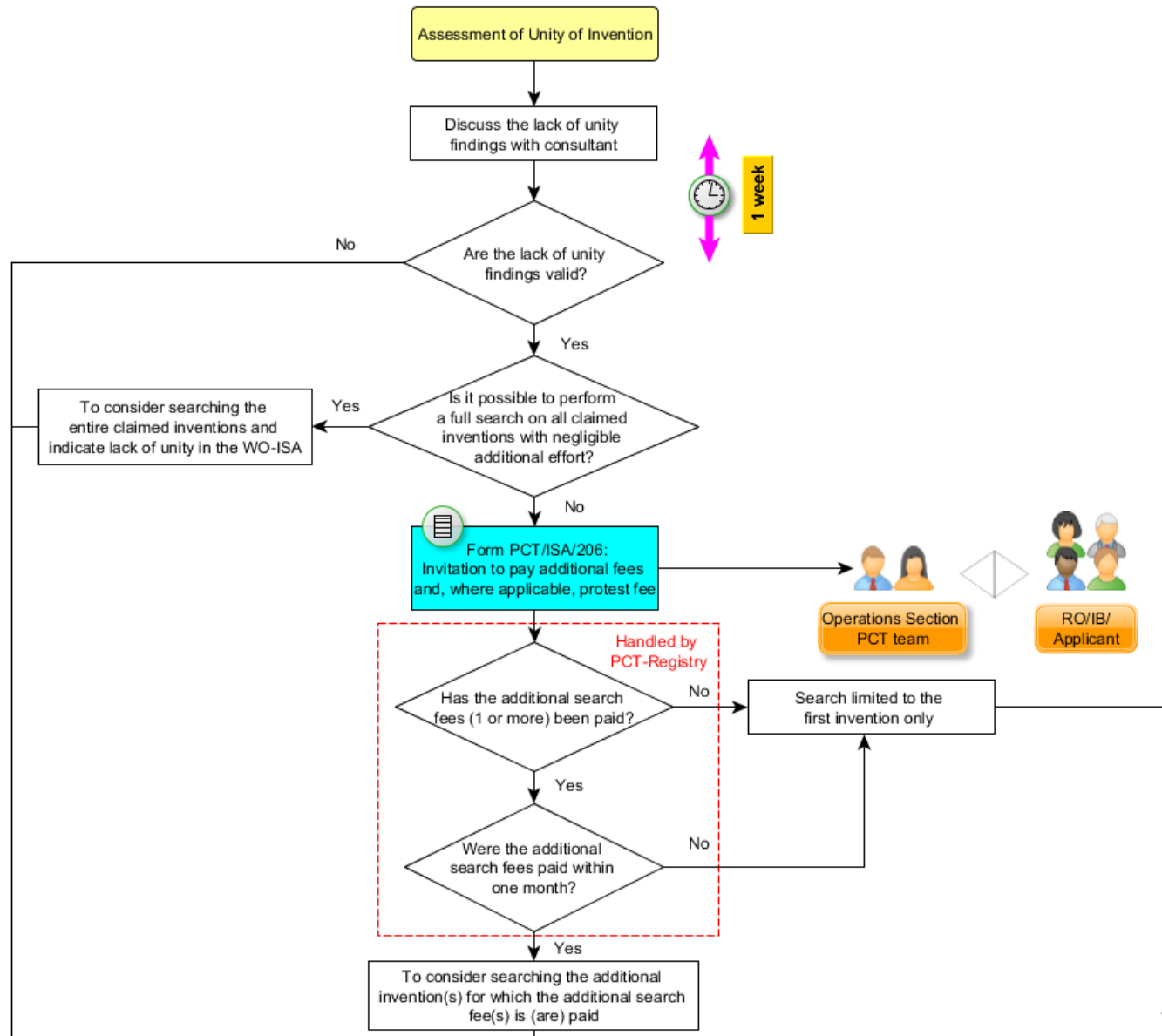
PCT Job Type	PCT App No.	PCT Applicant's Name	Subsequent PCT applicant's name	Folder Location	PCT Internal Due Date	Agent	PCT Examiner ▼	PCT Job Status	PCT Admin-Examiner	PCT QC Buddy	PCT Buddy QC	PCT QC Examiner	PCT QC
Chap I Request	PCT/SG2016/050097	... FRESH INNOVATIONS PTE. LTD.		file:///L:/S&E/PCTJobs/Application/PCTSG2016050097	12/05/2016	SPRUSON & FERGUSON (ASIA) PTE LTD	Seong Loong LO	2.QC Completed		Yung Hua KOH		Rowena DINHAM	
Supp Int Search	PCT/SG2015/050278	... SINGAPORE UNIVERSITY OF TECHNOLOGY AND DESIGN		file:///L:/S&E/PCTJobs/Application/PCTSG2015050278	11/09/2016	AMICA LAW LLC	Seong Loong LO	2.QC Completed		Yung Hua KOH		Rowena DINHAM	

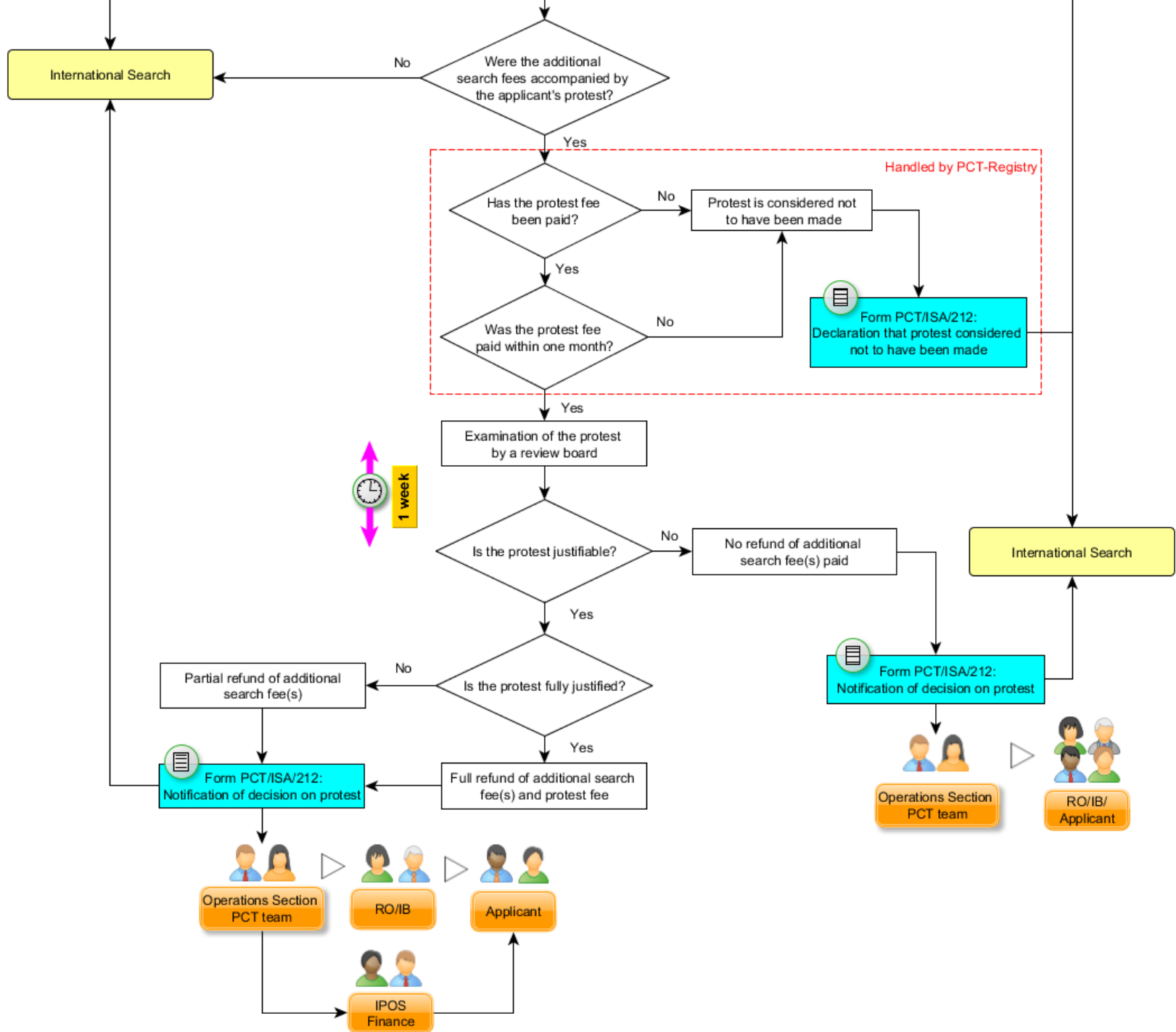
Unique Features in the QMS: Flowcharts

- Use of flowcharts
 - For training purpose – overview of the processes
 - As part of the SOPs – for quick decision-making



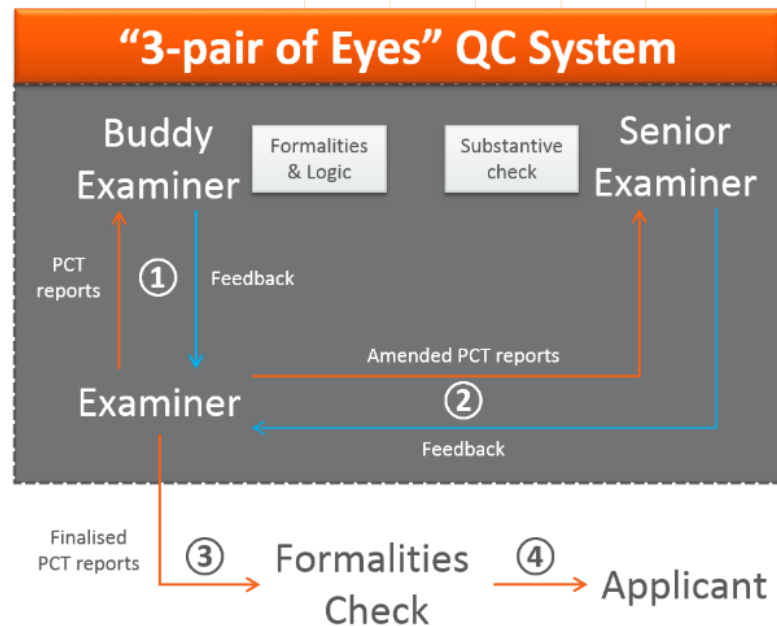
Unique Features in the QMS: Example of Flowcharts





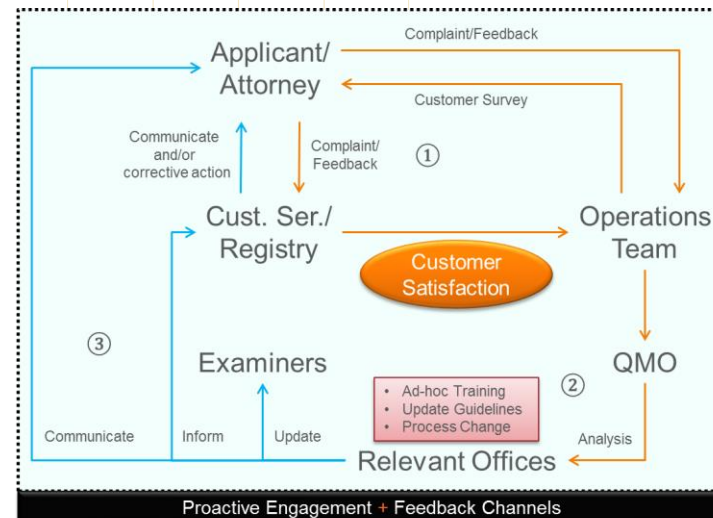
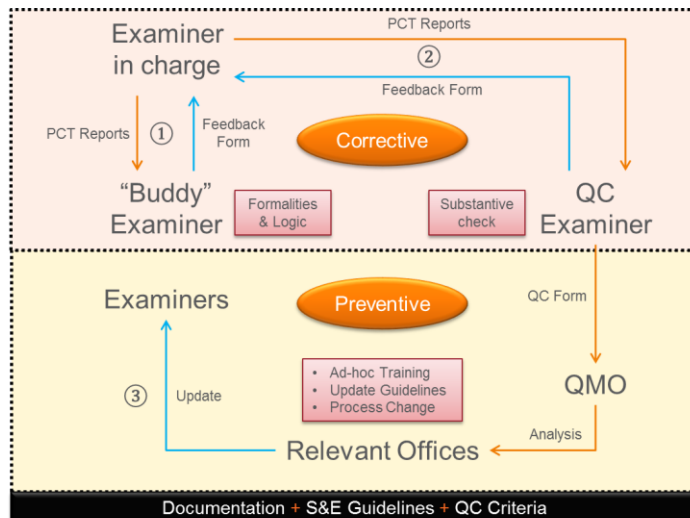
Unique Features in the QMS: Quality Control System

- “3-pair of eyes” QC system
 - Search team discussion
 - 100% QC with QC form for quantitative measure of levels of conformance



Unique Features in the QMS: Feedback Systems

- Internal and external feedback systems
 - Input based on QC forms and customer satisfaction survey forms
 - Analysis by QMO and follow-up actions by relevant offices or management



Performance Indicators

PRODUCING QUALITY REPORTS

> 980

International
Search Reports¹

~ 12

Percent ISRs
from foreign
ROs

> 130

International
Preliminary Report
on Patentability
(Chapter II)²

^{1,2} WIPO Statistics Data Centre (accurate as of 13 Feb 2018)

Performance Indicators

ENSURING QUALITY AND TIMELINESS

99.5

Percent of
ISRs
issued within
3 months¹

94.5

Percent ISRs
with at least one
X/Y/E citation²

100

Percent of
IPRP-II
issued within
28 months³

^{1,3} WIPO Statistics Data Centre (accurate as of 13 Feb 2018)

² Annex to PCT Circular C. PCT 1524

IPOS' Commitment to Quality



- Certified to ISO 9001:2008 in Nov 2014
- Certified to ISO 9001:2015 in Oct 2017

- SOPs with flowcharts
- 3-member search team
- 100% QC with additional formalities check



ISO certification

Citations*

Deliver high quality reports in a timely manner

Quality control

Timeliness^



- 94.5% of ISR with at least one X or Y citation
- Multi-language citations (EN, CN, JP, KR)

- 99.5% ISR issued within 3 months
- 100% IPRP-II issued within 28 months



* Annex to PCT Circular C. PCT 1524

^ WIPO Statistics Data Centre (accurate as of 13 Feb 2018)

THANK YOU