



INAPI

Instituto Nacional
de Propiedad
Industrial

INAPI's Quality Management System

Cairo, February 2019



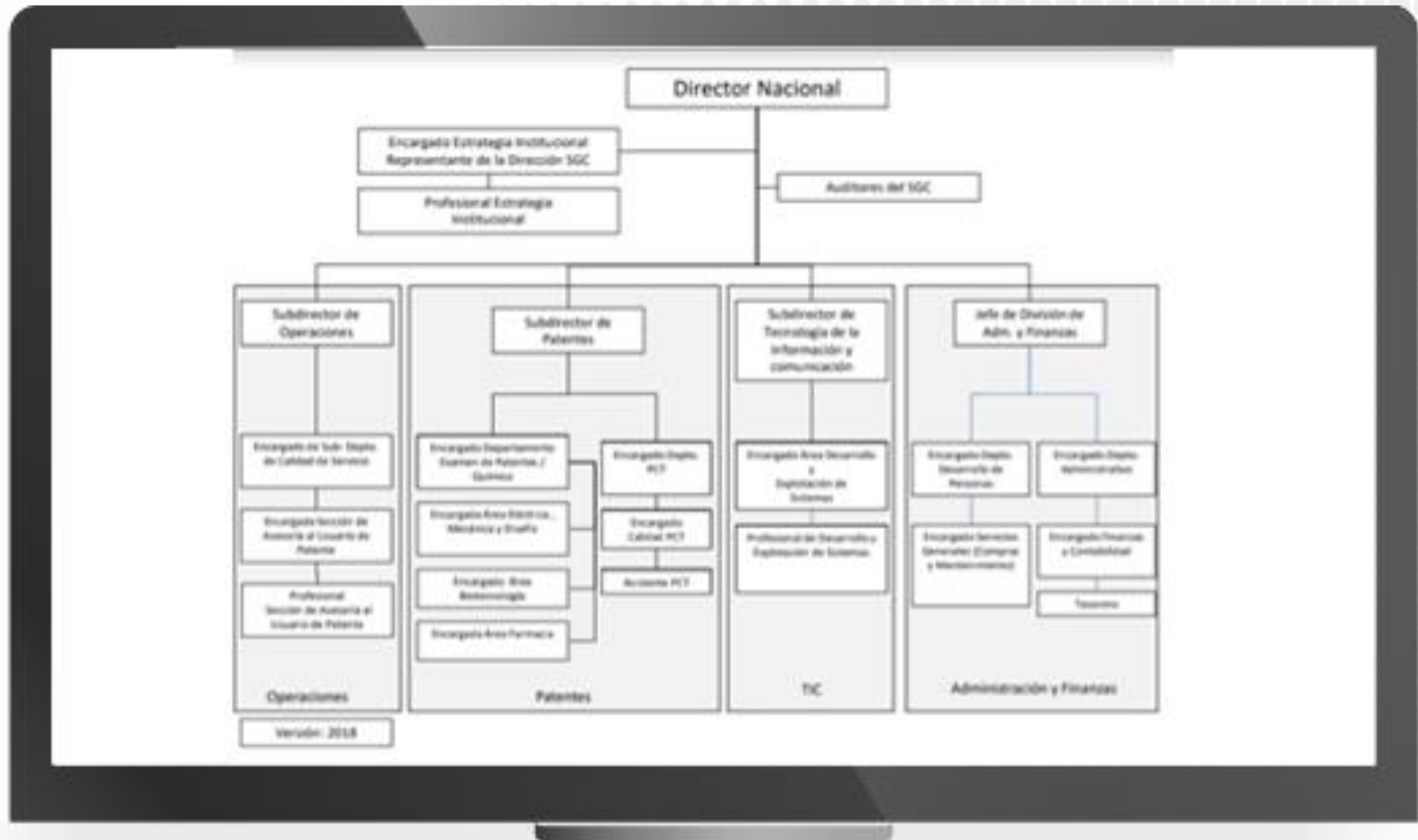
Quality Management System (QMS)



- Certified under ISO 9001:2008 in 2015
- Certified under ISO 9001:2015 in 2018
- Current ISO-certified processes
 - PCT Receiving Office
 - International search and examination

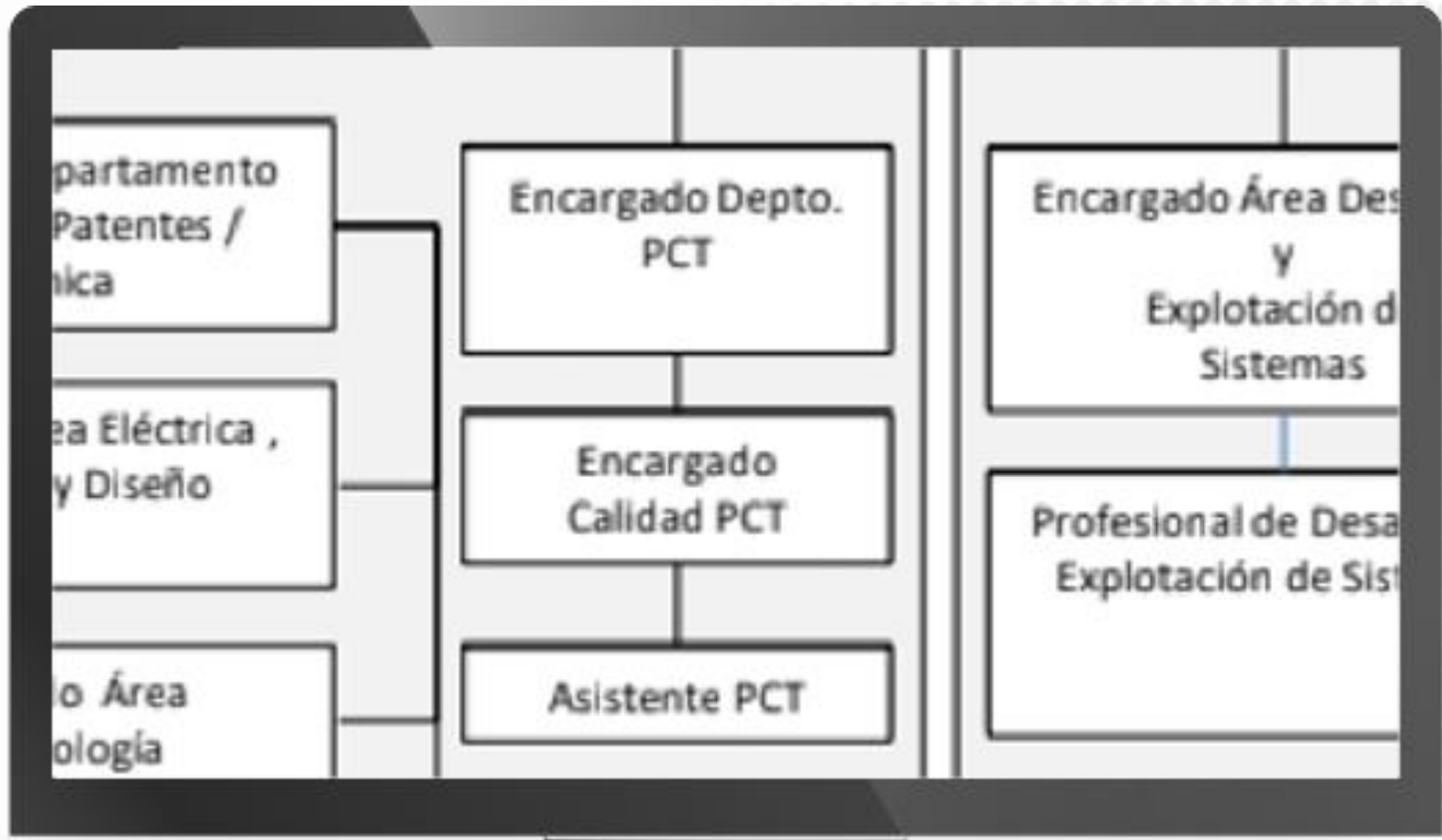


Quality Management System (QMS)





Quality Management System (QMS)





Quality Management System (QMS)

- Quality is a part of INAPI's strategic objectives.

“Assure quality of services offered by INAPI in the international IP system and representing the country in international negotiations and forums in the IP scope.”

- Quality Policy

Generates the necessary conditions to satisfy the user's requirements and stakeholders by the timely identification of their needs in concordance with the legal and normative requirements by the following commitments:



Quality Management System (QMS)

Our commitments:

- Timely and effective management of applications according to the national and international laws, regulations and guidelines that rule them.
- Knowing our users' perception and other stakeholders on the services provided keeping an effective communication to contribute to their satisfaction improvement.
- Continuous improvement of the processes.
- Developing our staff's skills and competencies.

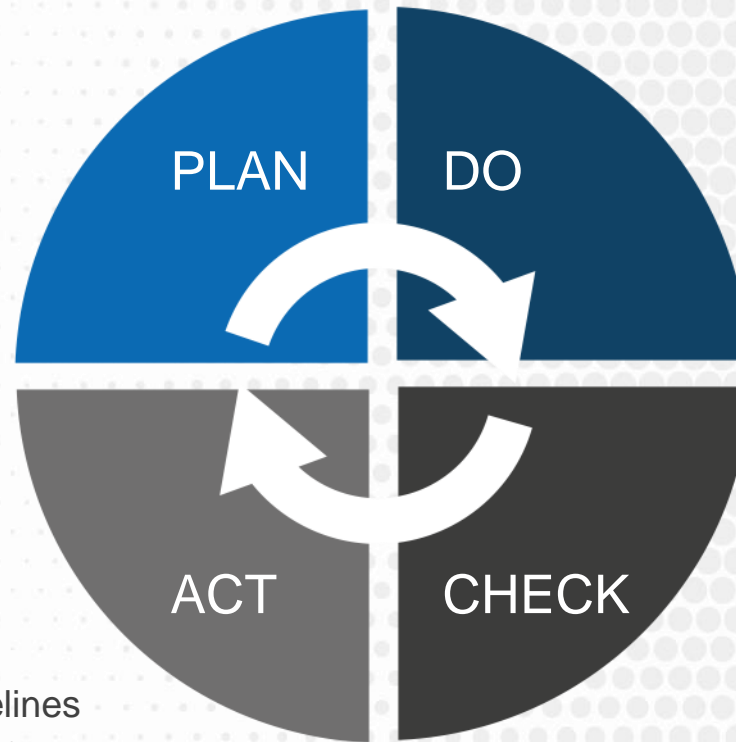


Quality Management System (QMS)

Quality based in the PDCA Cycle

- Strategic planning
- Strategic processess
- Objectives
- Products
- Actions planning

- Adjusting risk matrix
- Improving processes/ procedures/guidelines
- Relevant activities prioritization (resources)



- Communications/updates
- Operations
- Training

- Internal/ external Audit
- Quality feedback
- Indicators outcomes



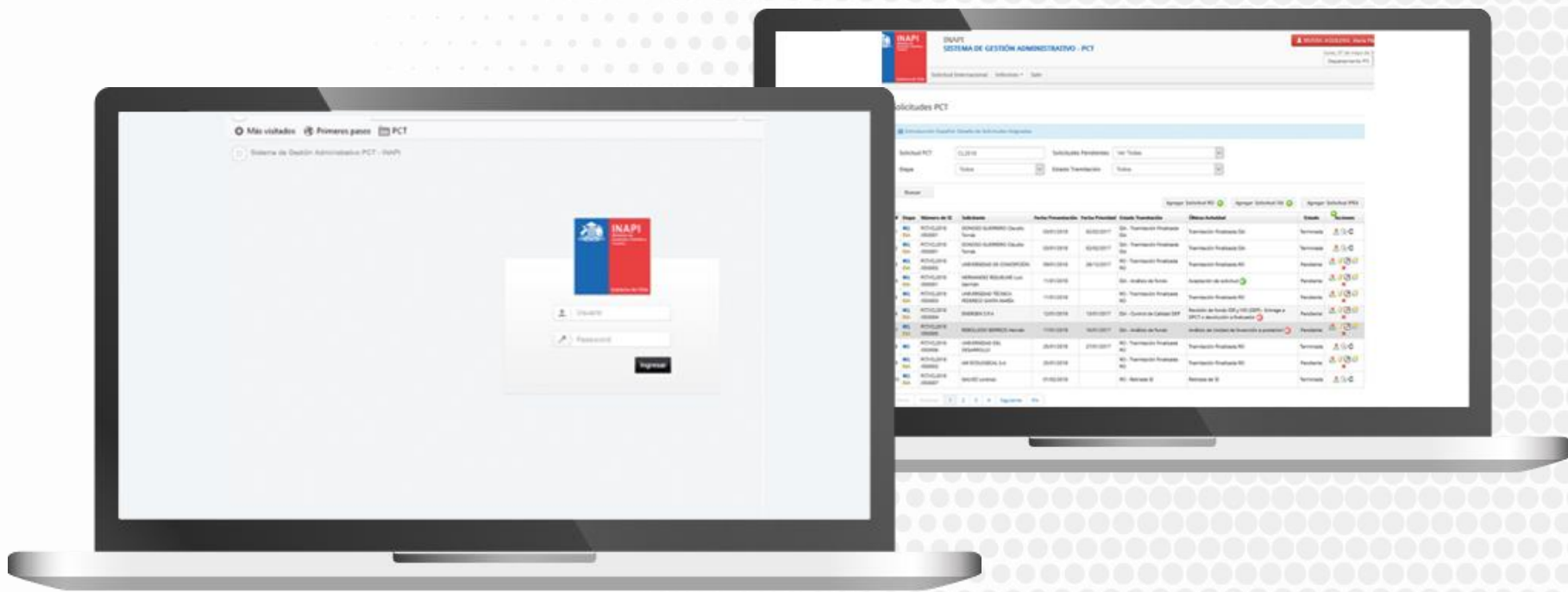
Quality in Processing and timeliness

- QMS Google site
- Training of staff members as internal auditors in global certified audit institutions.
- Creation of mechanisms for tracking of use of time in PCT activities (RO, ISA, IPEA)
- Setting up of indicators based on complying with the due dates and reliability of our services.



Quality in Processing and timeliness

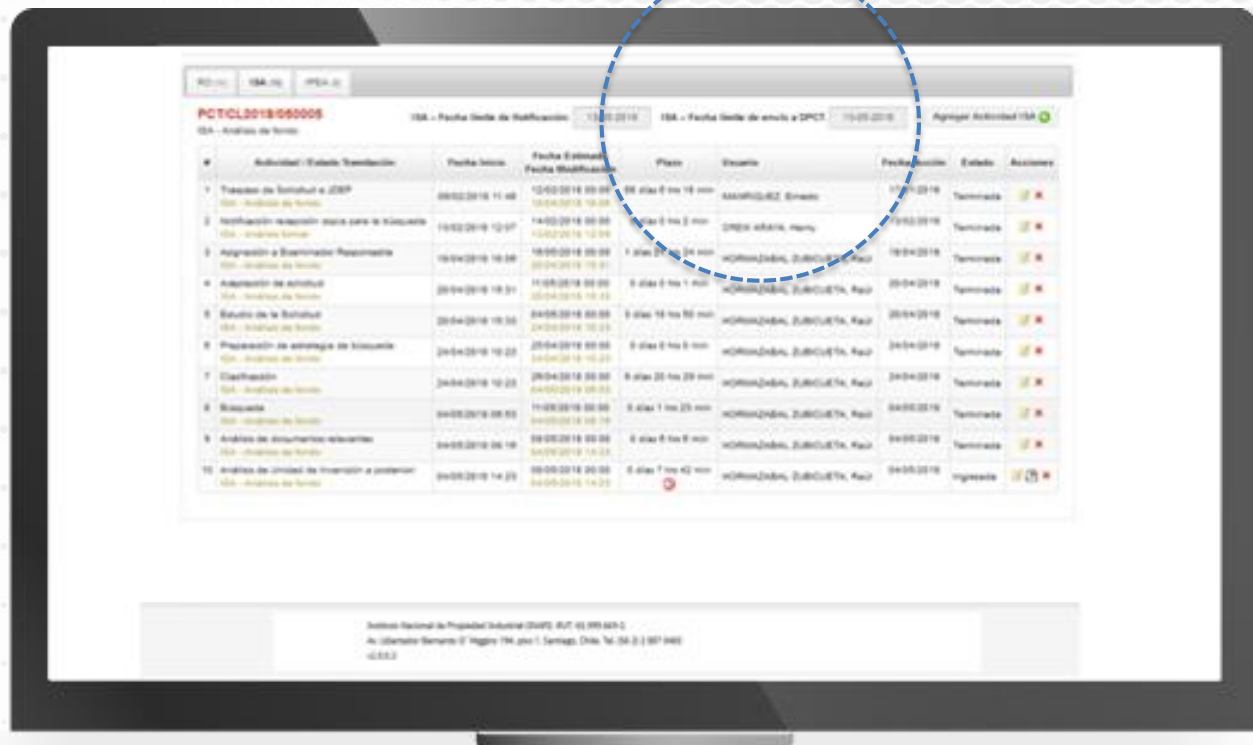
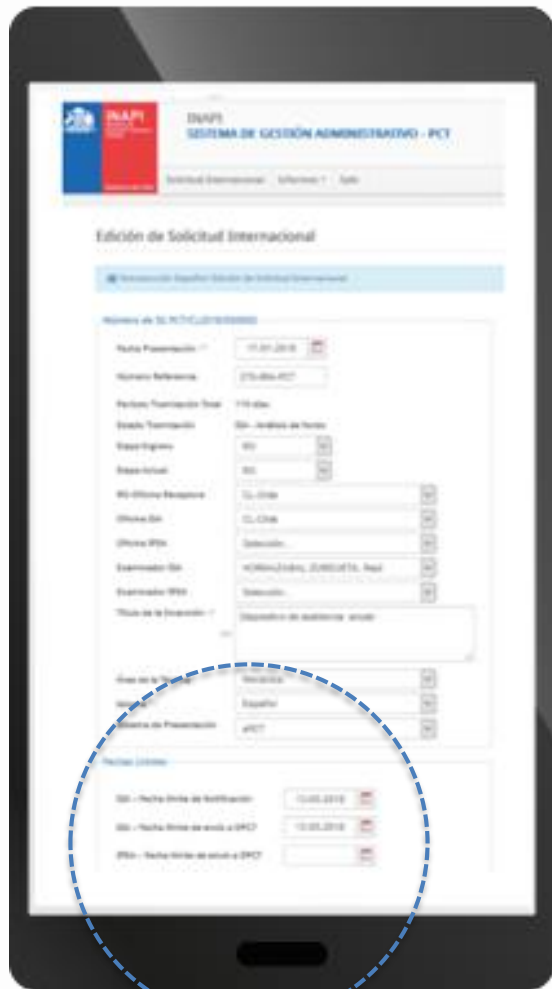
Sistema de Gestión Administrativo Procesos PCT (SGA) (Custom Administrative Management System Software)





Quality in Processing and timeliness

Sistema de Gestión Administrativo Procesos PCT (SGA)





Quality in Processing and timeliness

Sistema de Gestión Administrativo Procesos PCT (SGA)

Advantages for examiners:

- Availability of information and due dates for delivering every product.
- Transparency of the process and real-time information.
- Availability of the last version of PCT forms to download.
- Pre-filling of forms to avoid transcription errors.



Quality in Examination

- Training of examiners in the use of databases
- Use of standardized clauses.
- Examination Manual available for Examiners.
- Self-assessment, Substantive and formal check of every form drafted (ISA, WO/ISA, WO/IPEA, PCT/ISA/206, IPRP, among others) before issuing to applicant and WIPO.
- Three levels of technical assessment while drafting PCT products.



Quality in Examination

- Progress milestones

Examiner without much experience in ISA/IPEA tasks





Quality in Examination

- Progress milestones
 - More experienced examiners





Quality in Examination

Progress milestones

- When examiners are considered as self-sufficient, they have only one milestone for reviewing of the properly filled-out forms.
- If the performance of an examiner proves to be sufficient, this examiner can be released from these milestones. However, they can request meetings to clarify questions or consult particular criteria for some points of the analysis.



Feedback from users

- Meetings with agents.
- Monthly satisfaction survey for all applications with their ISRs submitted within that period.
- Open door policy for communicating with our users about ISA/IPEA administrative consults.



Risk Management

- National methodology based on COSO Model and ISO 31000.
- Preliminary probability rating and impact value establish the vulnerability of the process.
- Yearly SWOT analysis (Top Management Review).
- Continuous assessment during planning and operation

| RISK EVALUATION | | | | | | | Preventative measures | | | | | Final valuation | | | Adopted action |
|-----------------|------------------|--------------|--------------------------------|---------------------------|------------------------|-----------------------------|-----------------------|--------------------------------------|---------------------------------|------------------------|-------------------|-----------------|--------|---------------------|--------------------|
| Nº | Risk Description | Risk effects | Preliminary Probability Rating | Preliminary Impact Rating | Preliminary Evaluation | Preliminary Risk Evaluation | Existing Controls | Diminishes risk's probability level? | Diminishes risk's impact level? | Probability assessment | Impact assessment | Risk valuation | Result | Performance options | |
| 1 | | | 2 | 10 | Moderado 2 | Medio | | si | si | 1 | 5 | Acceptable | Bajo | | Se asume el riesgo |

Tabla de Vulnerabilidad Procesos

| Categorías | | Categorías | | Categorías | | Categorías | |
|------------|-------|------------|------|------------|------|------------|-------|
| Alto | Medio | Bajo | Alto | Medio | Bajo | Alto | Medio |
| Alto | Medio | Bajo | Alto | Medio | Bajo | Alto | Medio |
| Alto | Medio | Bajo | Alto | Medio | Bajo | Alto | Medio |
| Alto | Medio | Bajo | Alto | Medio | Bajo | Alto | Medio |



INAPI as ISA/IPEA

Our Outcomes

- 100% of the ISR/WO delivered on time.

ISRs/WO ISAs issued within
16 months from first filing

- 99% (856)

ISRs/WO ISAs issued within
3 months from 202 form/9
months from first filing

- 100% (857)

IPIP issued within 28
months

- 100% (33)



INAPI as ISA/IPEA

Our Outcomes

- Sustained increase in requests for international searches.



| <u>Year</u> | <u>Requests for search</u> | <u>ISR/WO Issued</u> |
|--------------|----------------------------|----------------------|
| 2014 | 38 | - |
| 2015 | 182 | 115 |
| 2016 | 220 | 203 |
| 2017 | 262 | 217 |
| 2018 | 379 | 304 |
| TOTAL | 1081 | 839 |



INAPI as ISA/IPEA

Our Outcomes

- Positive opinion from our users.
- Excellency of service for public institutions award in 2016 and finalist in 2017 and 2018.
- Successful transition to ISO 9001:2015 and broadening of its scope to include the ISA/IPEA processes.



INAPI

Instituto Nacional
de Propiedad
Industrial

Thank you

pct [at] inapi [dot] cl