



Quality Management of Indian Patent Office

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Quality: Vision and Mission

- **Vision:** Our policy is to achieve and maintain the best standards of quality in all our products and services.
- **Mission:** Identification of the following yardsticks determining the quality of our products and services-
 - Reliability of our search reports,
 - Consistency in our examination reports,
 - Timeliness in delivering services,
 - Correctness of data while providing patent information
 - Real time dissemination of information
 - Stakeholder satisfaction encouraging feedbacks and being responsive and
 - Continuous improvement.

Quality Policy: Challenges

- Increasing number of filings leading to backlog for examination and final disposals
- IPO started functioning as International Searching and Examining Authority from October 2013
- Applicants are choosing IPO as ISA for their International Applications
- Expedited Examination since May 2016: Start-ups and those choosing IPO as ISA or IPEA can avail the facility

Quality Management at Examiner & Controller Level

- IPO follows a 2-tier system
- Examiner conducts search & prepares examination report (Formal + Substantive) for the consideration of the Controller
- Controller reviews of examination report, relevancy of cited documents, search strategy, etc. & if there is any discrepancy refers back for re-examination
- Internal mechanism for rating quality of work done

Quality Management at Examiner & Controller Level

- Performance appraisal at end of financial year (APAR)
- Important for promotion & career progression
- Weightage is given to both quantity & quality of work output
- Rating of 1 to 10 for every parameter
- Judged by Group Leader & Head of Office in IPO
- Motivation factor to provide better quality outputs

Quality Management at ISA

- Examiner prepares the Search Reports & WOISA
- Draft versions of 210 & 237 are sent to “Quality Cell”
- Consisting of supervisory controllers and examiners
- Quality Cell checks and verifies the drafts, checks relevancy of citations, etc. & approves or refers back for rectifications
- Once approved, 210 & 237 are generated by examiner

Recent Developments to improve Quality

- Recruitment of 459 new examiners
- Training at RGNIIIPM, Nagpur
- On-job training in respective offices
- Total duration of training: 1 year
- Promotion of examiners to controllers
- Implementation of new features of e-examination to assess quality
- Set up of Quality Assurance Portal (QAP)

Quality Management System at Indian Patent Office

- Quality Management done by Quality Assurance Division
- QAD responsible for quality audit of output at all stages to identify areas for improvement & recommend rectification/preventive measures
- QAD to ensure quality of output improves steadily to support all initiatives of Government of India to foster innovation, develop an IP culture and promote industrial growth

Quality Management System at Indian Patent Office

- Random selection of samples for quality check
- Validation tools or checklists to be used in production environment by members of the Quality Assurance Division.
- Each office has a Quality Assurance Cell
- Quality Assurance Cell is composed of Controllers & attached Examiners
- Quality Assurance Cell implements QA by auditing examination reports using the Quality Assurance Portal (QAP)

Quality Assurance Portal

- “Quality Assurance Portal” (QAP) is an online interface to enable functioning of the Quality Assurance Division
- Facility to measure & share the outcomes of the audit done on the output of the production environment
- Provides login for members of QAD, Head of Offices and CGPD TM for different functions

Quality Assurance Portal

- Portal is linked to a database which can store the tools like QA checklists and enables online quality checks saving the entries made during Quality Audits
- Features for reports: It can fetch reports from the production environment (patent) software
- Proposed to also facilitate collection of information from different Divisions of the Office like RECS, GPM etc. which are relevant for ensuring quality.

Quality Assurance Portal

- QAP enables communication between various concerned persons
- Publish notifications, checklists, tips for quality, sharing of best practices and as forum for discussion on topics related to quality
- Communication and maintenance of records in the form of note sheets with continuity so that the case history is readily available



THANK YOU

