



Quality Policy on Formality Examination and Administrative Operations for Processing Application and Registration Procedure

As for formality examination of applications for patents, utility models, designs and trademarks, and administrative operations for processing application and registration procedure (hereinafter referred to as "formality examination and its related operations"), we are required not only to precisely conduct them pursuant to treaties and laws, but also to adequately provide users with our services from users' perspective since we are on the front-line in terms of working closely with the users to receive applications and to establish registration of rights. This Quality Policy outlines the fundamental principles of the JPO's Quality Management, aiming at maintaining and improving the quality of formality examination and its related operations.

Each staff member who engages in formality examination and its related operations will commit to perform his/her duties in accordance with the fundamental principles below with a strong sense of responsibility and professionalism under the leadership and participation of the management.

We provide fair, transparent public administrative services:

The JPO ensures fairness and transparency when conducting formality examination and its related operations, by complying with treaties, laws, guidelines for formality examination, etc. The JPO also considers reviewing the guidelines, in light of the environments surrounding national and international intellectual property system.

We make efforts to improve the quality in corporation with those concerned:

The JPO promotes various measures for maintaining and improving the quality of formality examination and its related operations. The JPO also ensures to keep good cooperative relationships with those who engage in formality

examination and its related operations nationally and internationally, and bears in mind to make efforts for maintaining and improving the quality in cooperation with them, and to carefully and meticulously respond to the users' needs.

We continuously improve its operations:

Each staff member who engages in formality examination and its related operations continuously reviews the operations and considers what to be improved, not being simply satisfied with what he/she has established in his/her daily operations, and management duties.

We raise the knowledge and capabilities of our staff:

The JPO endeavors to develop human resources through the daily duties and by organizing training programs for the personnel. In addition, each staff member also makes efforts to raise the level of knowledge and capabilities necessary to perform his/her duties through voluntary self-education

The JPO periodically reviews this Quality Policy, so as to always maintain and even further improve its rationale and effectiveness.

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