Search Organizations

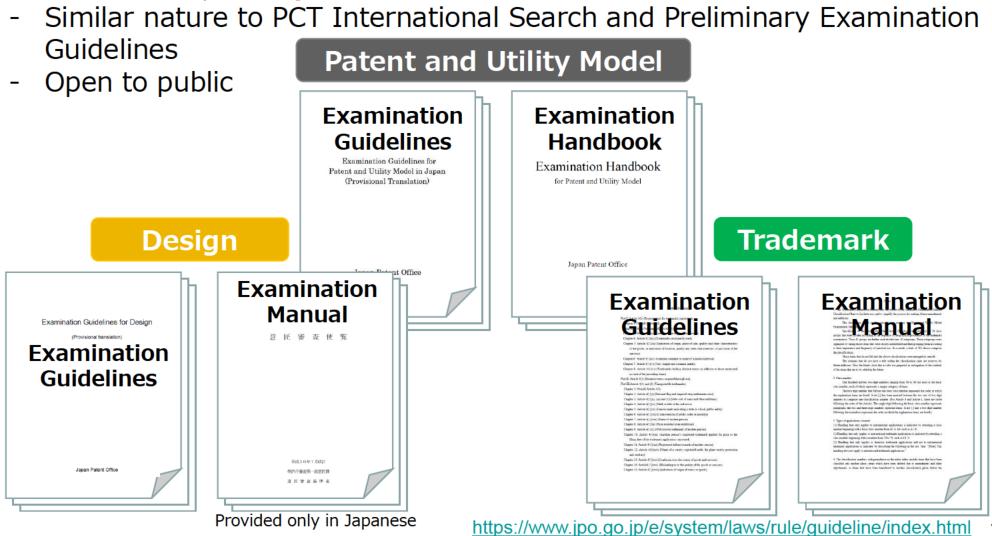


Quality Management Legend [Communication] **Applicants Players** Education Consultation [Examples of what JPO manages] [Input] [Measures] **Applications** Fee Setting (Requests for Examination) _aw Revision [Examination] [Examination Resources] [Cooperation] Manpower / Training IT Support **PPH** Other IP **Quality Management** Work sharing Offices Japan Patent Office [Outsourcing] [Output] (KPIs) First Action Pendency Total Pendency

User Satisfaction (Quality)



- Guidelines as Criteria for Judgement & basis of Quality Management
- Basis of fair, transparent and consistent examination

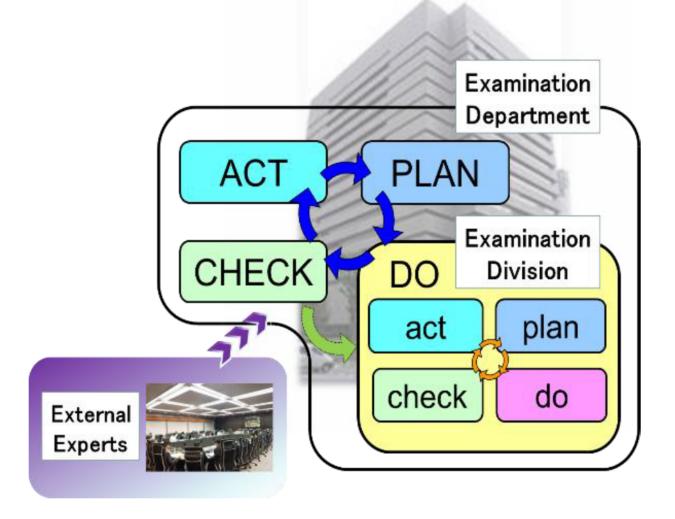




Quality Management System in JPO









Example Activity for Quality Management in JPO



- Quality Management Officers conduct "Quality Audits(*)".
- (*) Randomly selected notices and decisions are audited by a full examination process, including search and determination of "reasons of refusal".
- Directors <u>check & approve</u> all notices and decisions.
- Experienced and assigned examiners <u>check</u> some drafts before a director's approval.