

# Quality standards at IP offices

## The case for the EUIPO

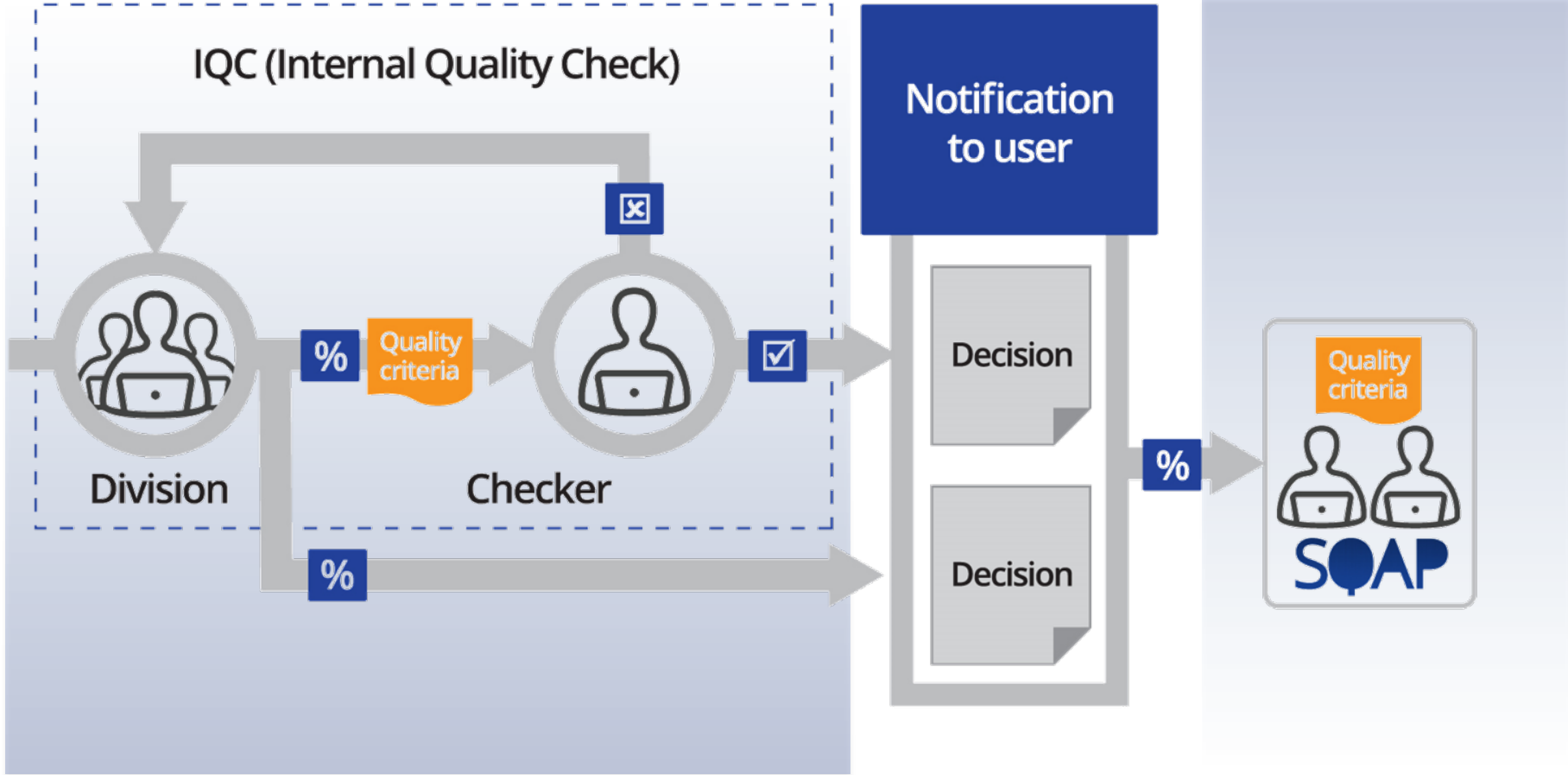
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## User-centred quality: our service charter

<b>Timeliness</b>	how long it takes to deliver a service
<b>Accessibility</b>	how well and quickly the Office makes services available to users (phone, email, e-Comm)
<b>Quality of decisions</b>	how the EUIPO's decisions measure up against agreed quality criteria (the Guidelines). Controls: <ul style="list-style-type: none"><li>• <b>Internal:</b> Internal Quality Checks (IQC)</li><li>• <b>External:</b> Stakeholder Quality Assurance Panels (SQAP)</li></ul>



## SQAP - Achievements



**11 SQAP AUDITS**

7 OPPO + 3 AG + 1 RCDI



**13 UAs**

**53 SQAP AUDITORS**



**837 DECISIONS**

391 OPPO + 422 AG +  
24 RCDI



**HIGH  
SATISFACTION**



**INCREASING  
PARTICIPATION**



**IMPROVED  
QUALITY**

**Do you want to know more about quality at EUIPO?**

<https://euipo.europa.eu/ohimportal/en/quality>

[https://euipo.europa.eu/ohimportal/en/sqap\\_audits](https://euipo.europa.eu/ohimportal/en/sqap_audits)



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Thank you