ISO 9001 in Kangxin

FICPI 18th Open Forum, Vienna

By
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Overview of ISO 9001 in Kangxin

- Started in 2008
- First Chinese IP firm to apply ISO
QMS Architecture in Kangxin

- Quality Control Committee (QCC)
  - Quality Assurance Department (QAD)
  - Business Departments (BD)
    - Foreign Patent Department
    - Domestic Patent Department
    - Trademark Department
    - Legal Department
    - Consultancy Department
QAD Responsibility

- Quality manual policy document preparation
- System version upgrading
- Regular internal audit
- Organization of quality-related activities
QCC Responsibility

- 9 members from each department
- QM representatives of each department
- Confirming and approving revision of QMS documents
- Decisions on important quality-related events
BD Responsibility

01 QMS operating procedural documents

02 Work in accordance with operating procedural documents

03 Daily work check
System Documents Update

- Operating procedure documents revision
- QAD approval
- QAD issuing and archiving
- BD confirmation
- QCC approval
Internal Audit

1. Internal auditor from each department
2. QAD randomly selects work to be checked
3. Internal auditors cross-check
4. Complete internal report
5. Departments verify and correct
ISO 9001 in Foreign Patent Department
Quality improvement

<table>
<thead>
<tr>
<th>Issue</th>
<th>Number of Corrections</th>
<th>Cumulative Ratio</th>
</tr>
</thead>
<tbody>
<tr>
<td>POA not submitted</td>
<td>42</td>
<td>56.76%</td>
</tr>
<tr>
<td>Inconsistent with international publication</td>
<td>9</td>
<td>68.92%</td>
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<tr>
<td>Other filing documents unqualified</td>
<td>9</td>
<td>81.08%</td>
</tr>
<tr>
<td>Incorrect information in the Request</td>
<td>6</td>
<td>89.19%</td>
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<tr>
<td>Priority assignment not submitted</td>
<td>4</td>
<td>94.59%</td>
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<tr>
<td>Application right assignment not submitted</td>
<td>3</td>
<td>98.65%</td>
</tr>
<tr>
<td>Careless operation</td>
<td>1</td>
<td>100.00%</td>
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</tbody>
</table>
Quality Improvement

- Lack of reference basis: 5 (31.25%)
- Incorrect expression in the views: 3 (50.00%)
- Other substantive errors: 3 (68.75%)
- Unqualified drawings: 1
- Typo: 1
- Subject matters inconsistent: 1
- Incorrect information in the Request: 1
- Incorrect reference relationship: 1

Graph shows the cumulative ratio of substantive corrections.
Summary of experiences

- Education and training
- Paperless operation
- Balance between quality and efficiency
IP+IT+AI

IT development to realize automation

E-service trademark platform using AI

Patent search and translation using AI
THANK YOU!