

PATENT COOPERATION TREATY

Common Quality Framework for
International Search and Preliminary Examination

Supplemental Report Under Paragraph 21.18 of the PCT International Search and Preliminary Examination Guidelines

by: *National Board of Patents and Registrations of
Finland (NBPR)*

on: *15 January 2010*

Date of main report and
any supplemental reports to
which this is a supplement: *22 December 2006 (T21-17)*
21 January 2008 (T21-18)
31 February 2009 (T21-18)

Documents referred to in this report:

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As a result of our most recent internal review under PCT/GL/ISPE paragraphs 21.10-21.15, this Authority has made modifications to its Quality Management System (QMS) as discussed below.

The modifications are given with reference to the sections of the revised template for responses to PCT/GL/ISPE Paragraph 21.17 to which the changes relate.

The Authority should describe any changes made to its QMS making reference to the specific sections of the earlier report using template T21-17, and / or making reference to any supplemental report(s) established in the meantime using template T21-18.

If no changes have been made to its QMS since the last report, the Authority should indicate such.

- *The QMS was extended to include registration of utility models. The QMS covers now the following core processes: processing of national patent applications, processing of international PCT applications, and registration of utility models. An action plan for acquiring the certification of registration of utility models is established, with the goal to be certified during 2010.*
- *The Quality Manual was reviewed and updated.*
- *Two management reviews of the QMS were conducted by top management, including the quality policy, quality objectives and resources.*
- *One external audit was performed by accredited certification body. In the audit, any nonconformities were not found. The results prove that the QMS of NBPR complies with the requirements of the standard ISO 9001:2000. The audit covered strategy, objectives, monitoring, resources, development of activities and projects, management reviews, internal audits, customer feedback and customer focus in activities.*
- *Two internal audits were performed for the patent processes: Handling of national patent applications and Handling of PCT applications.*
- *All observations from the external and internal audits were evaluated and the necessary improvements were taken.*
- *Among others, the following improving actions and other activities to improve process performance were implemented during 2009:*
 - o *Electronic customer services were developed.*
 - o *New knowledge management tools were introduced for supporting the Examiners' work.*

- *Soprano system was introduced for national and PCT applications and EP-validations.*
- *The new examiner's desktop for paperless handling of office actions of national patent applications was introduced.*
- *The automatic reporting system of statistics on applications (numbers and handling time) was improved.*
- *New document models for office actions were introduced.*
- *Examiner guidelines (e.g. the Patent Manual) were updated.*
- *The communication strategy and strategy implementation plan were prepared.*
- *Staff was trained according to the training and development program, which included, among others, the following subjects: problem and solution approach, Epoquenet, tutor training, and language training.*

[End of report]