

# 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: *Nordic Patent Institute*

on: *04<sup>th</sup> January 2010*

Date of main report and  
any supplemental reports to  
which this is a supplement: *25<sup>th</sup> January 2008*  
*12<sup>th</sup> February 2009*

Documents referred to in this report:

*Quality Management System Manual of Nordic Patent Institute- Level 1 of the Manual is available on [http://www.npi.int/upload/files/QM\\_manual\\_level\\_1\\_02feb2009.pdf](http://www.npi.int/upload/files/QM_manual_level_1_02feb2009.pdf)*

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 QMS Manual - The Level 2 (system level) procedures have been reviewed, modified and structured according to NPIs needs. The established date for acquiring the certification of the NPI according to ISO 9001:2008 has been delayed. However, it is expected to apply for the certification early in 2010.*

*The Norwegian and Danish patent offices (NIPO; DKPTO) performed the PCT work for NPI under Service Agreements between the offices and NPI. The Services Agreements with NIPO and DKPTO will be reviewed and updated for the year 2010.*

*The set of procedures and guidance documentation established at both NIPO and DKPTO for working with applications from NPI has been further extended and developed to include all NPI products.*

*Following is reported activities for assuring the quality and harmonization of the products delivered by NPI:*

### **DKPTO:**

*Two external and eight internal audits of the patent process have been carried out according to the ISO 9001:2008 standard and DKPTO's Quality Management System.*

*At the two external audits no observations or non-conformities have been received and DKPTO's quality system is therefore fully proven in compliance with the requirements in ISO 2009:2008.*

*The internal audits have covered: examination, working relations with the NIPO, handling of complaints, service level agreements, quality measurements and management of quality assurance. All improvements from these audits have been evaluated and carried out.*

*Quality measurements have been successfully carried out according to the ISO 2859-1 standard. The results of the measurements based on sampling (lot-by-lot each month) are satisfactory, no further actions required..*

**NIPO:**

*Two external and four internal audits of the patent process have been carried out according to the ISO 9001:2000 and NIPO's Quality Management System. NIPO will be reviewed in 2010 according to ISO 9001:2008 for the scope of the renewal of the certificate.*

*At the two external audits a few observations have been received and further actions were required. NIPO has successfully implemented necessary improvements within the time limit allowed.*

*Internal audits have been carried out for the different areas of the patent processes: filing, minimum documentation and completion of search report, problem-and-solution approach for evaluation of the inventive step, and the set of rules. In addition, a review of the system procedures was performed, including the quality policy and objectives and the management responsibility. Agreed improving actions were implemented during the period of time assigned.*

*Quality measurements based on ad-hoc sampling have been carried out. The results revealed a few improvements areas. Corrective and improving actions have been performed and the effectiveness periodically evaluated.*

[End of report]