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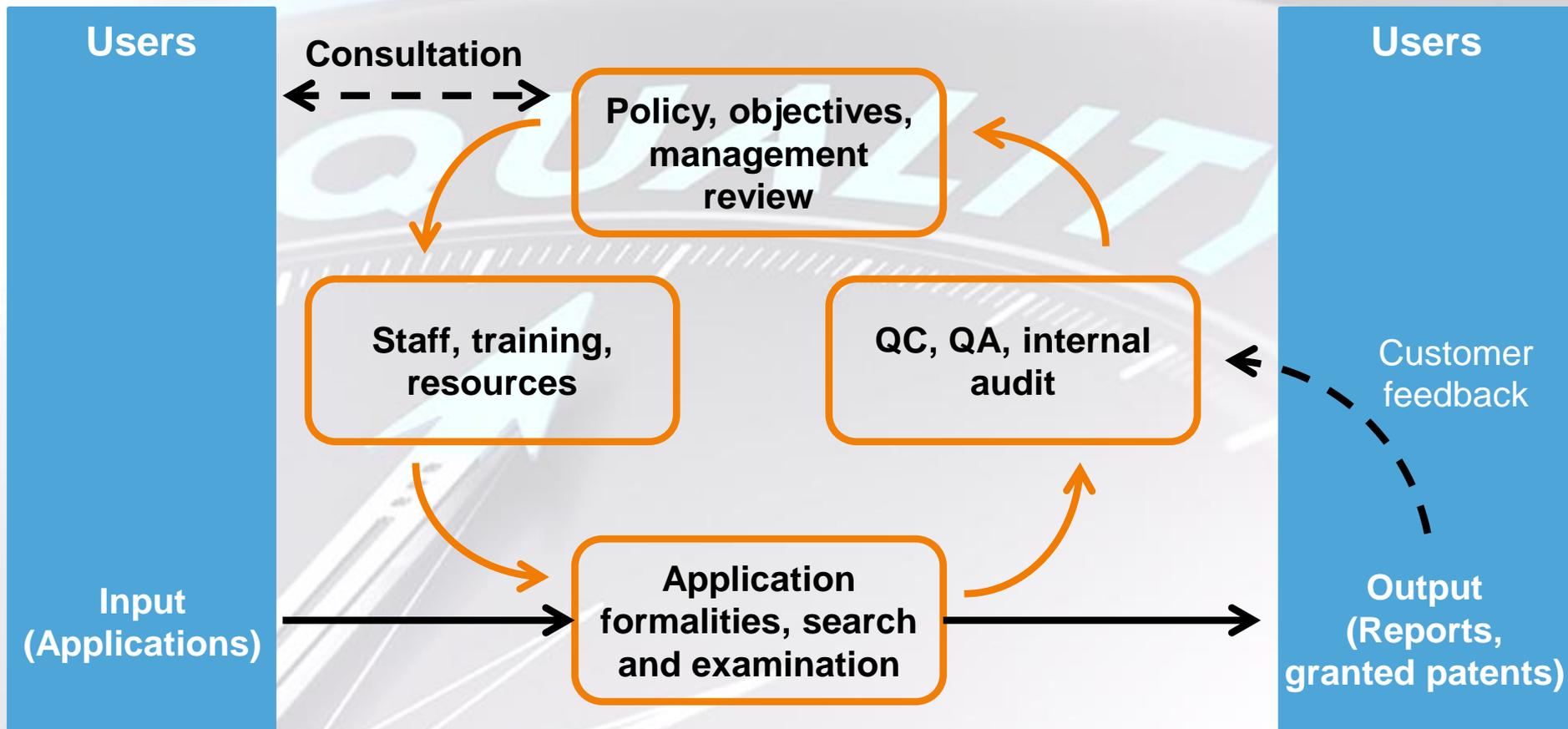
# Quality of the Patent Grant Process

*Prepared for the 29<sup>th</sup> Session of  
the Standing Committee on the Law of Patents*

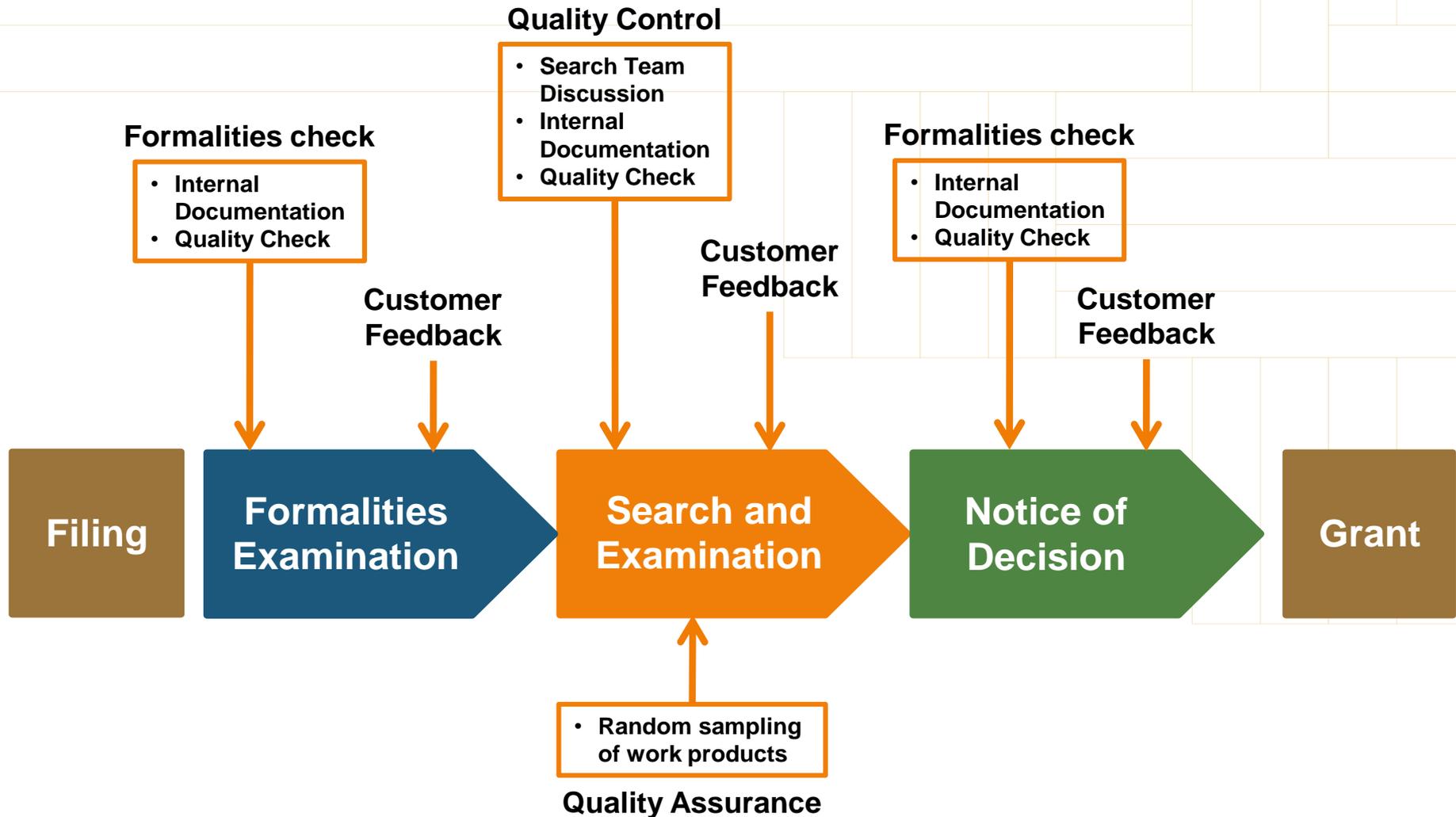
*3<sup>rd</sup> to 6<sup>th</sup> December 2018*

Wong Chee Leong (Dr)  
Principal Patent Examiner / Division Lead, Quality Division  
Intellectual Property Office of Singapore

# Quality Management Process (ISO 9001:2015 certified)



# Procedures for Maintaining Quality





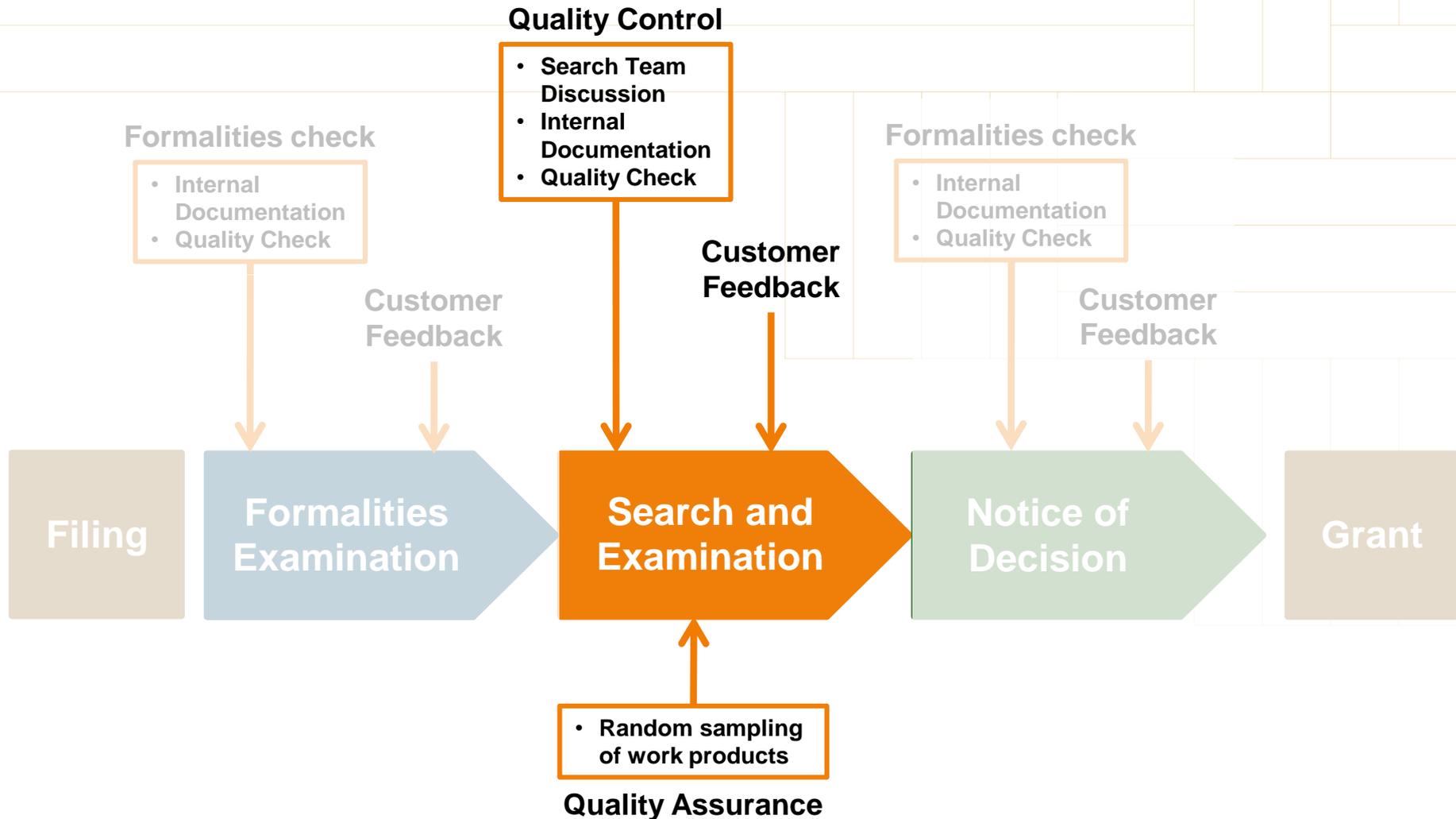
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# Quality Procedures in Search and Examination

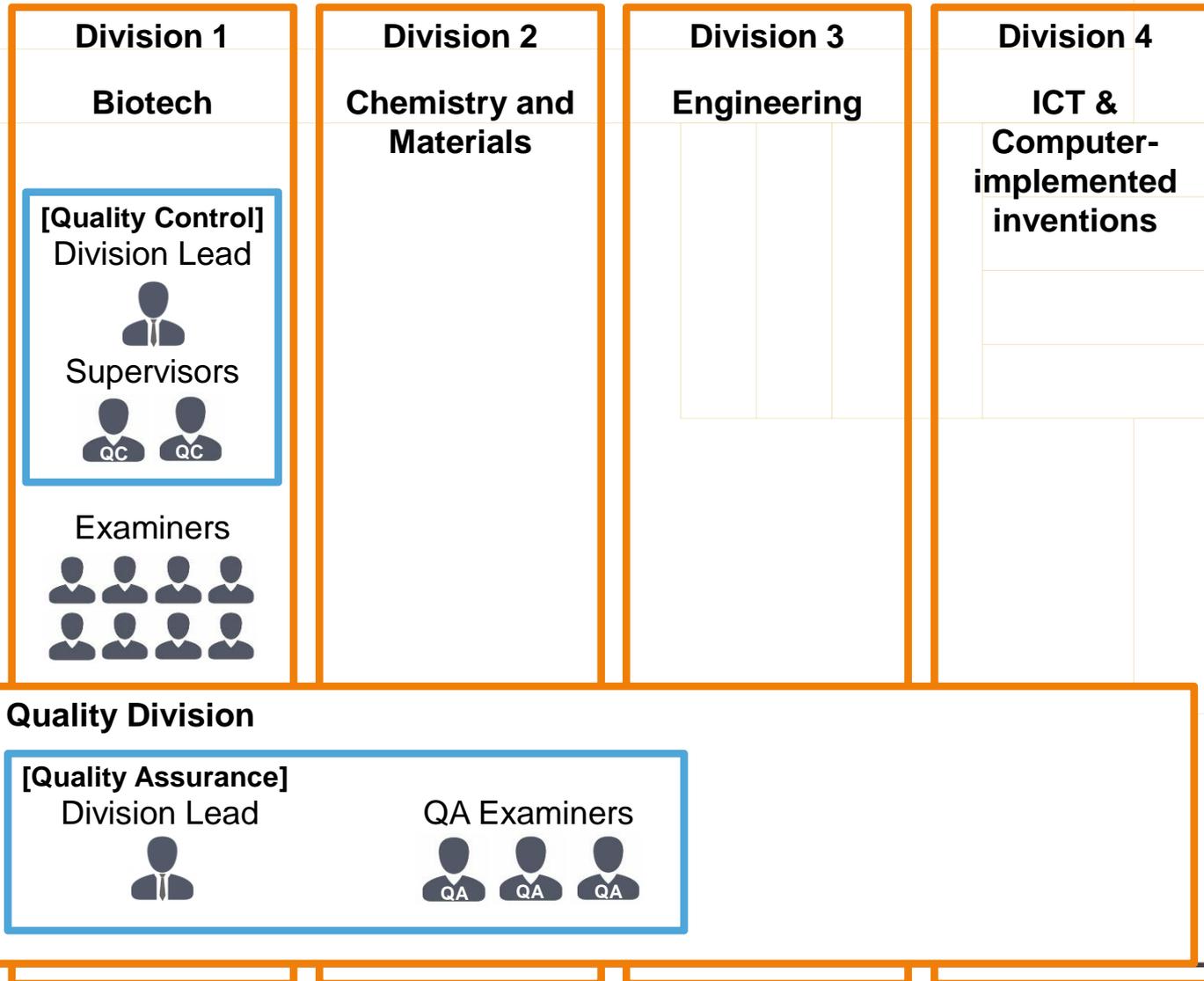
# Quality Objectives

	<b>Validity</b>	<b>Reliability</b>
<b>Search</b>	<ul style="list-style-type: none"><li>• Appropriate search strategy.</li><li>• Comprehensive set of authoritative information sources.</li></ul>	<ul style="list-style-type: none"><li>• Sufficient documentation to permit reproducible and consistent search result.</li></ul>
<b>Examination</b>	<ul style="list-style-type: none"><li>• Correct interpretation of the law and logically applied to arrive at a sound decision.</li><li>• Clear communication of the decision and its basis to the customer.</li></ul>	<ul style="list-style-type: none"><li>• Consistent approach based on an open and transparent set of Guidelines.</li><li>• Considerations for arriving at the decision have been documented to show that Guidelines have been followed during examination.</li></ul>

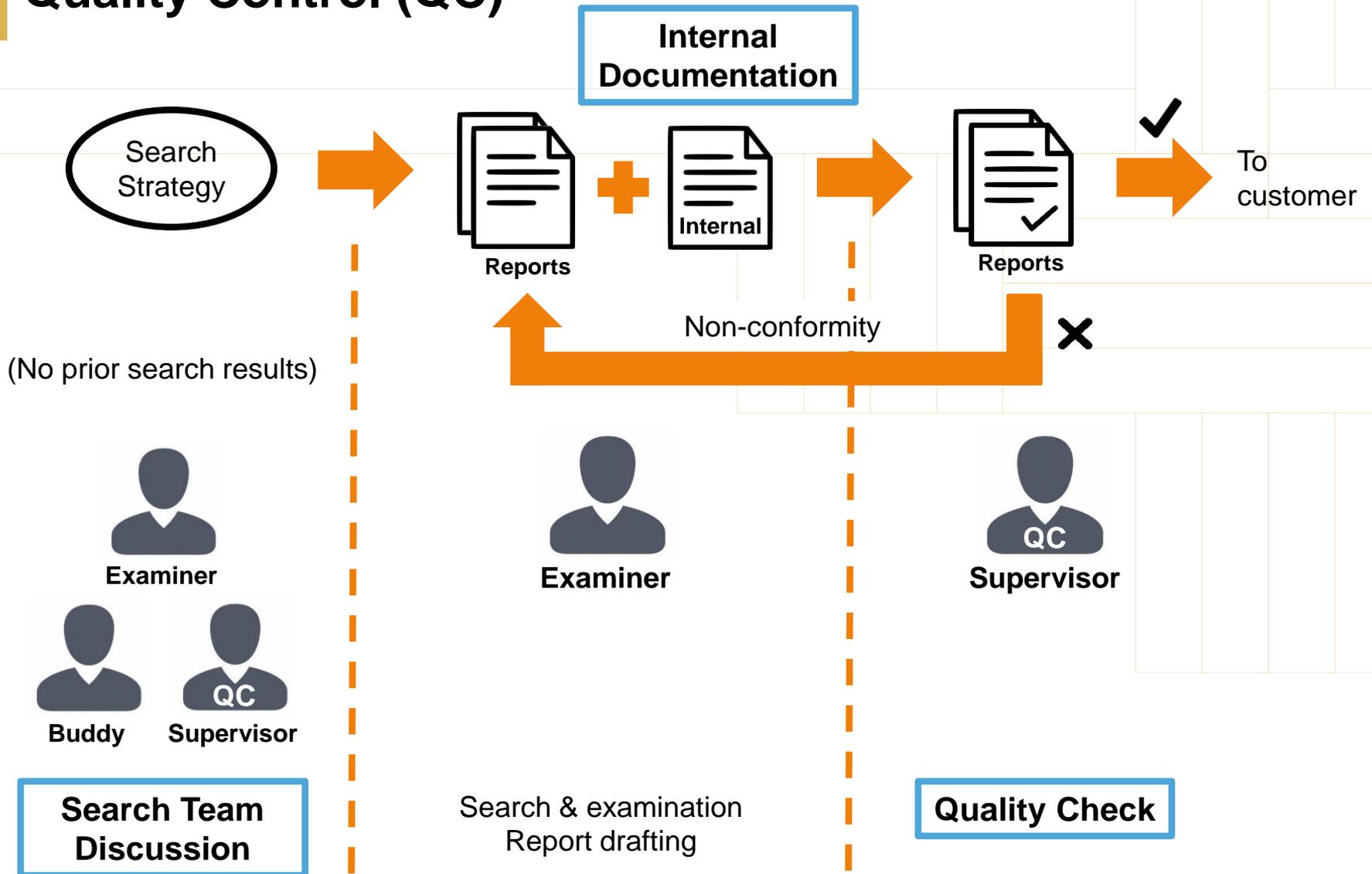
# Procedures for Maintaining Quality



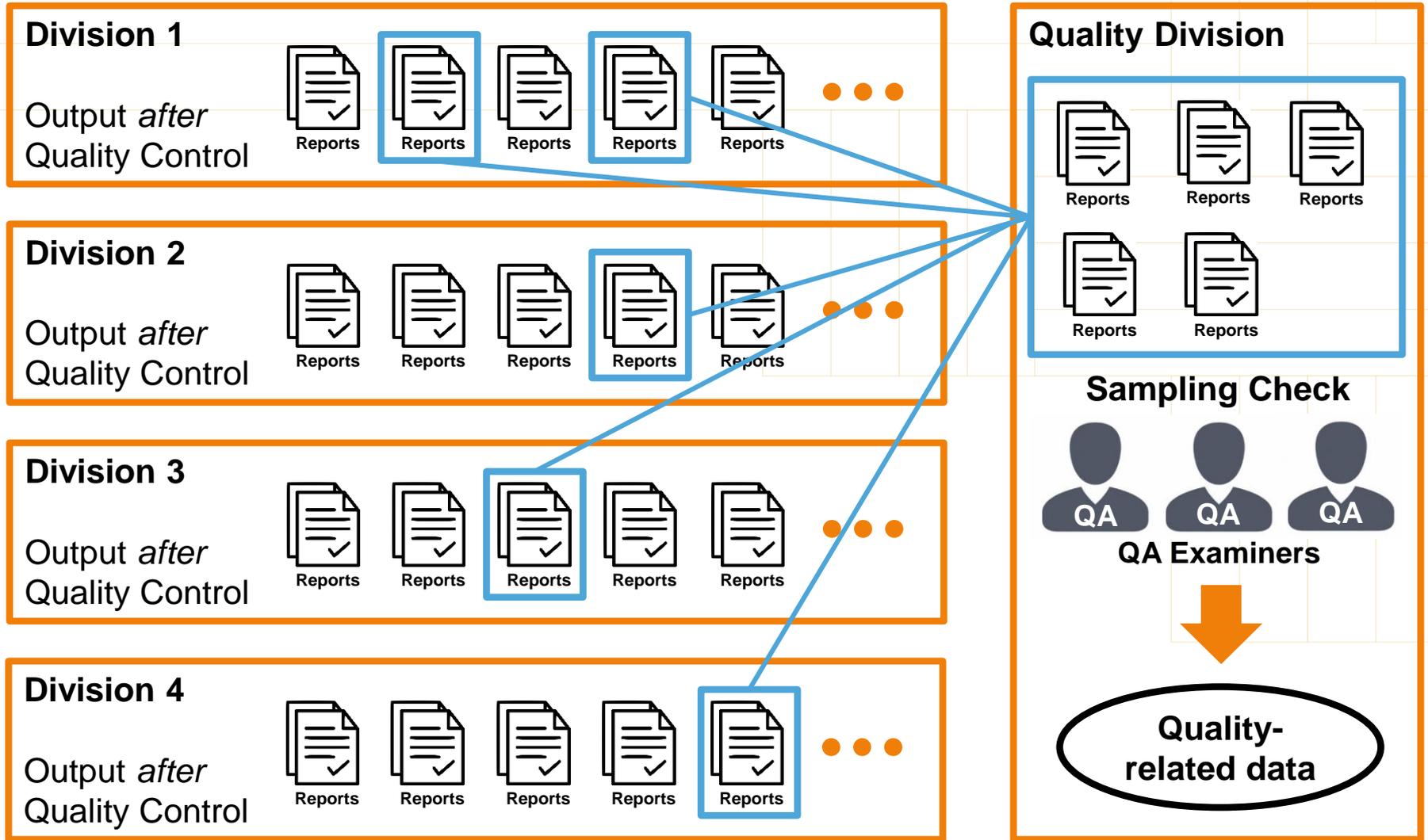
# Organization of Patent Examiners



# Quality Control (QC)



# Quality Assurance (QA)



# Feedback and Communication

Customer feedback:

- Complaints procedure
- Satisfaction survey
- Direct engagement

Sampling of work products during QA

Feedback on issues with procedures and practices, areas lacking in guidance



- Assess training needs and conduct relevant training
- Adjustments to quality checks during QC

# Continuous Learning & Development

## IP-related seminars

- Acquire broad-based IP knowledge.

## Technical-related seminars

- Maintain knowledge in technical domain.

## Site visits

- Improve awareness of state-of-the-art technology.

**Thank you!**