

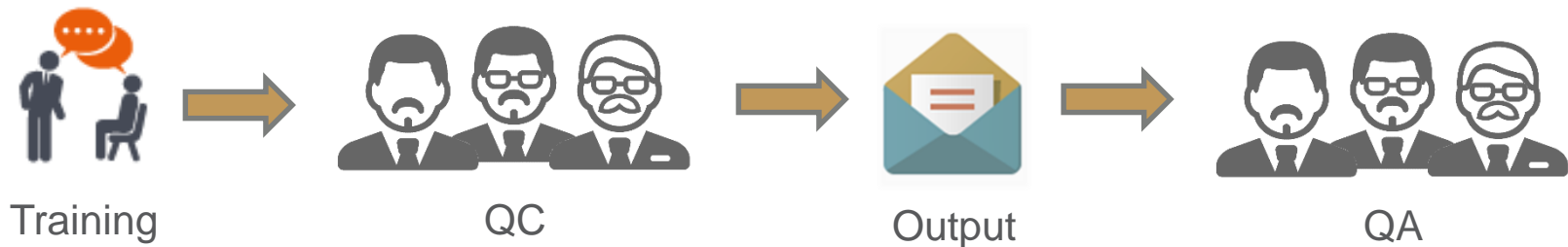
# Quality Management on S&E Process

*for WIPO Regional Workshop on Patent Examination Quality Management*

Dr. CHUA Sin Siu & Dr. Tanny LAI  
27 June 2018

**Ideas Today. Assets Tomorrow.**

- Quality Objectives & Our Patent Examiners
- Training for Associate Patent Examiners
- Quality Control (QC) Process
- Quality Assurance (QA) Process
- Customer Feedback
- Quality Management System (QMS)



	Validity	Reliability
Search	Employing an appropriate search strategy, and using a <u>comprehensive</u> set of authoritative sources of information	Sufficiently documented to permit a <u>reproducible</u> and <u>consistent</u> search result
Examination	The law is correctly interpreted and logically applied to arrive at a <u>sound decision</u> , and where that decision and its basis are <u>clearly communicated</u> to the customer	Using a <u>consistent</u> approach based on an open and transparent set of Guidelines, and where considerations for arriving at a decision have been <u>documented</u> to show that Guidelines have indeed been followed during the examination

# OUR PATENT EXAMINERS



**Principal Patent Examiners**



**Senior Patent Examiners**

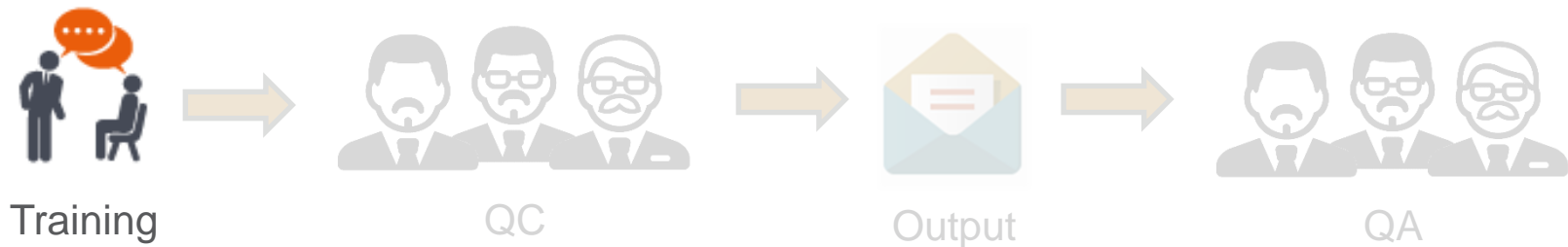


**Patent Examiners**



**Associate Patent Examiners**

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**“Melentur buluh, biarlah dari rebungnya”**

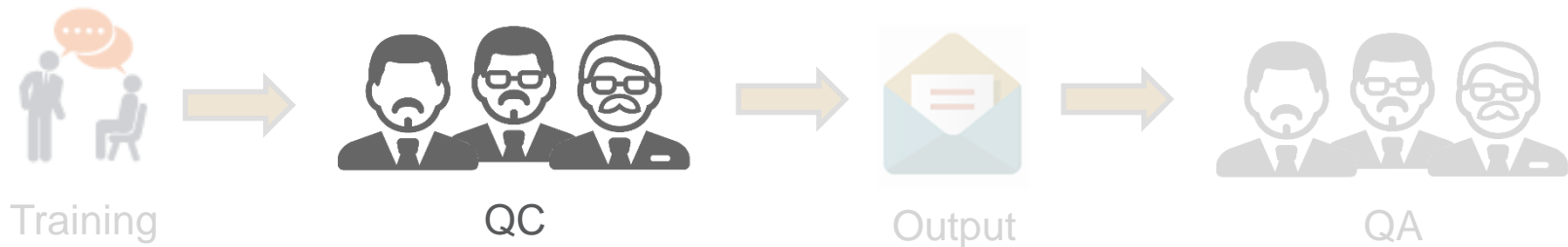
*Literally translates to*

**“To bend a bamboo, start when it is still a shoot.”**

BATCHES 1-4
20 – 40 per intake
To increase unit's capacity
4 – 6 months classroom
No mentorship
On-the-job training supervised by consultants (i.e. comprehensive QC process)

BATCH 5
3 – 5 per intake
For replacement purposes
2 months classroom
Mentorship for technology-specific learning
On-the-job training supervised by principal patent examiners and consultants (i.e. comprehensive QC process)

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# COMPREHENSIVE QC PROCESS

## Applicable to :

- first Office Action (OA) by Associate Patent Examiners
- PCT Chapters I & II by all examiners
- Office of First Filing applications by all examiners

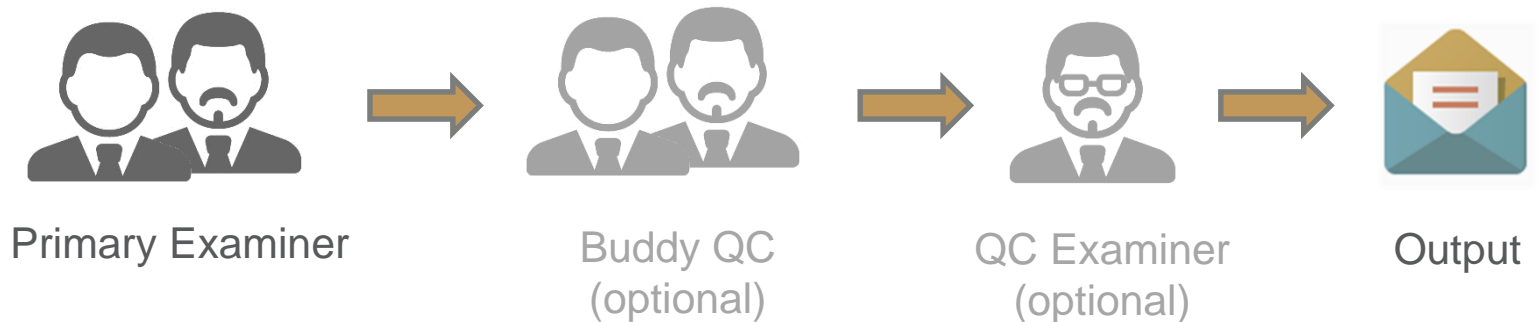


Consultant  
- supervises PPE's QC

# ADAPTIVE QC PROCESS (1<sup>st</sup> OA only)

Applicable to :

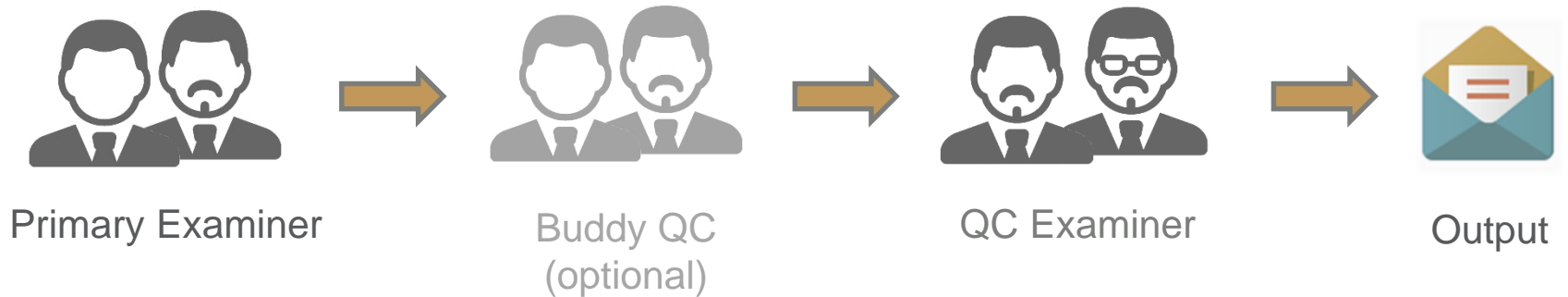
- first OA of PCT-NP/foreign applications by all examiners (except Associate PE)



# QC PROCESS (subsequent OAs)

Applicable to :

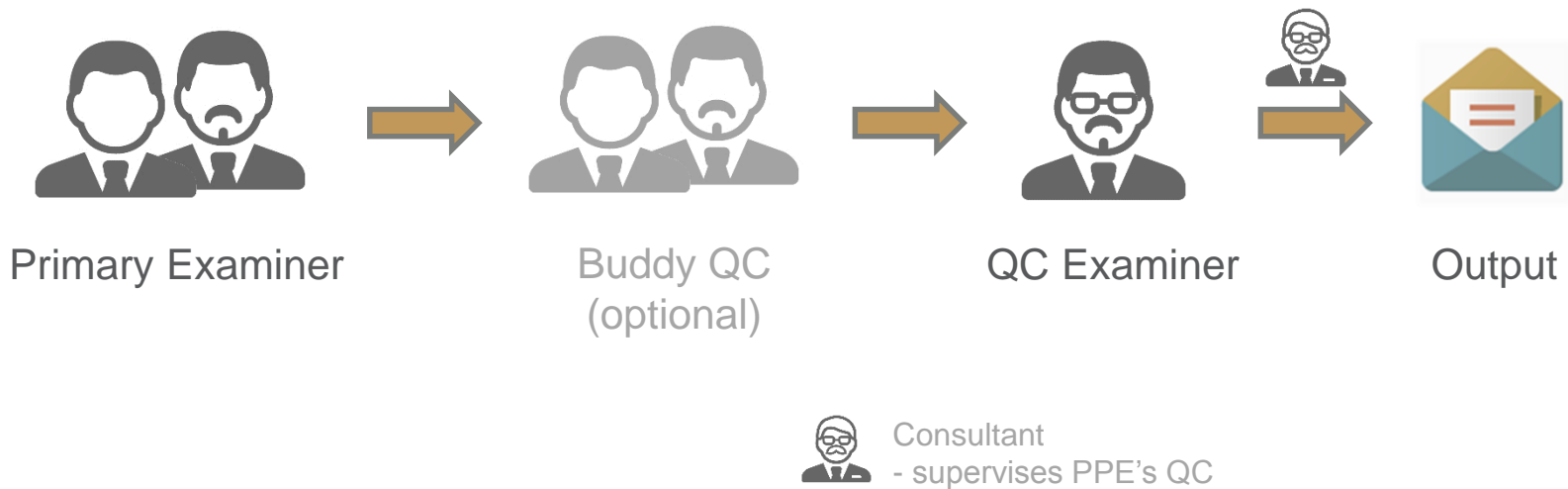
- subsequent non-final OAs by all examiners



# QC PROCESS (ER)

Applicable to :

- final OA by all examiners

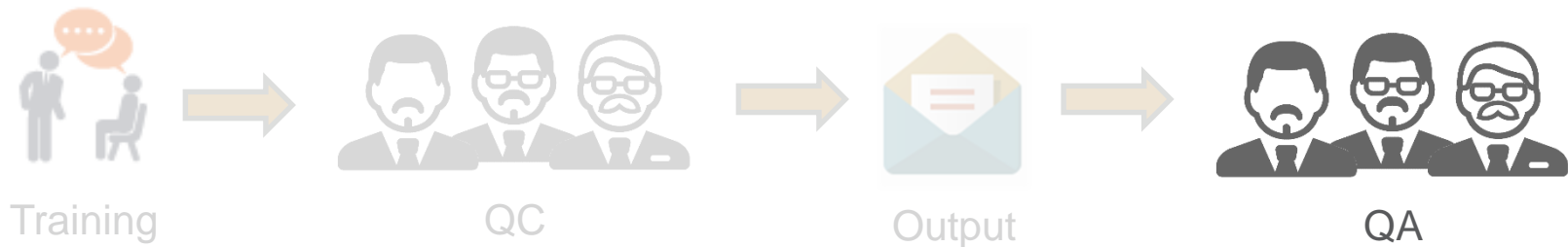


## In summary :

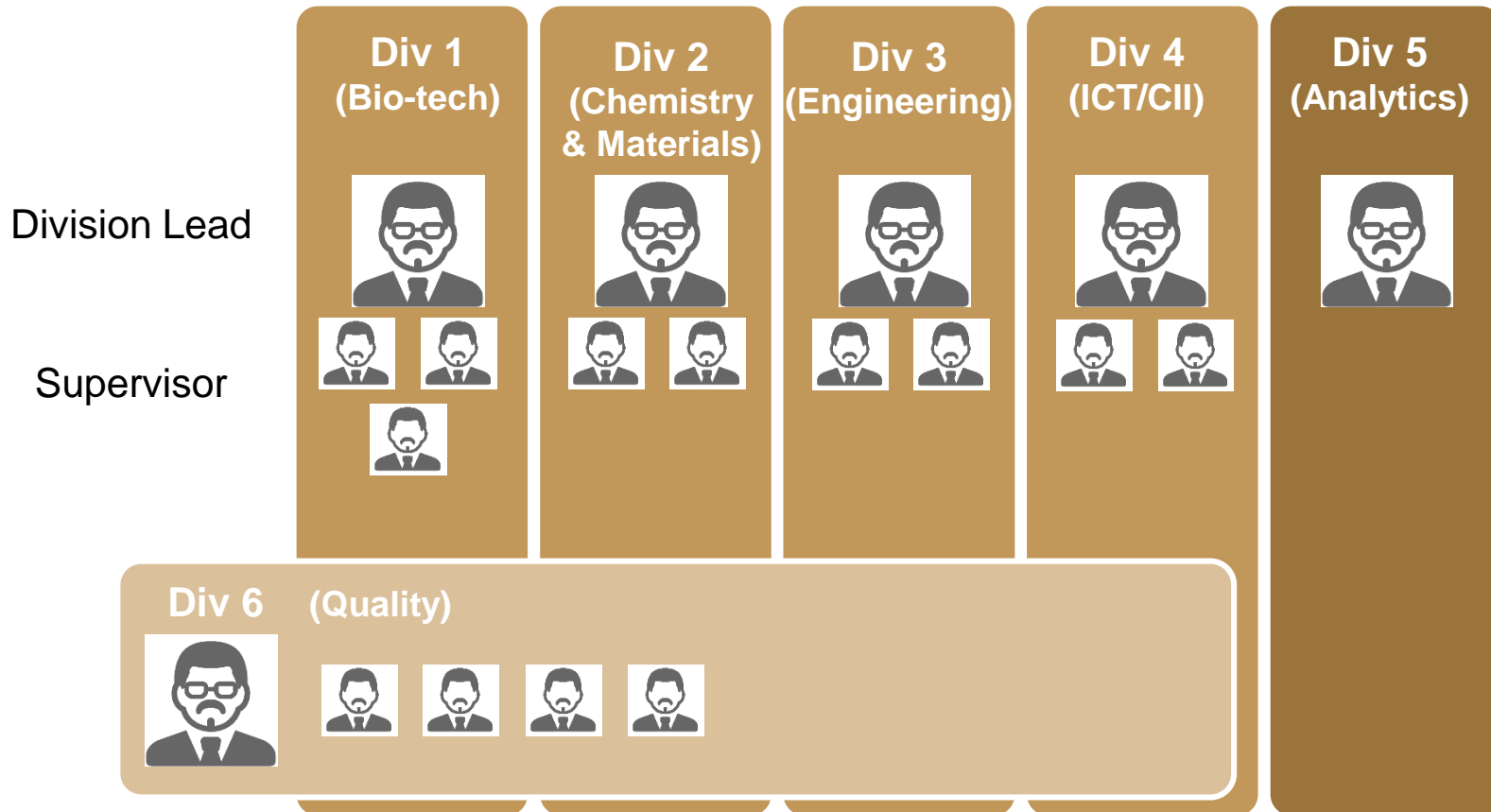
- 3 pairs of eyes for every application
- Giving more autonomy to more experienced examiners
- More efficient



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# S&E STRUCTURE

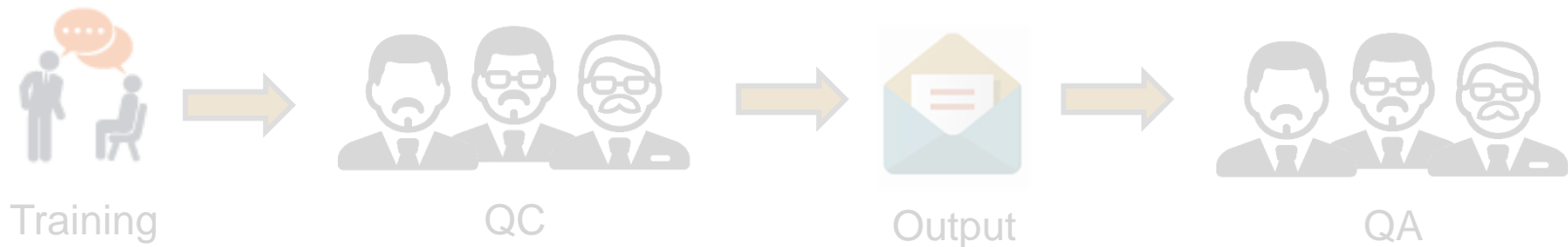


## In summary :

- Sample approx. 5% of the reports sent out by each examiner
- 4 QA supervisors : one from each Division; supervised by Consultants
- For better alignment & consistency:
  - monthly panel discussion (QA sup & consultants) to discuss QA markings
  - monthly meeting with Division Leads and supervisors
  - QA reports disseminated to examiners
- Follow-up actions from QA findings, e.g. training, coaching, sharing of best practices

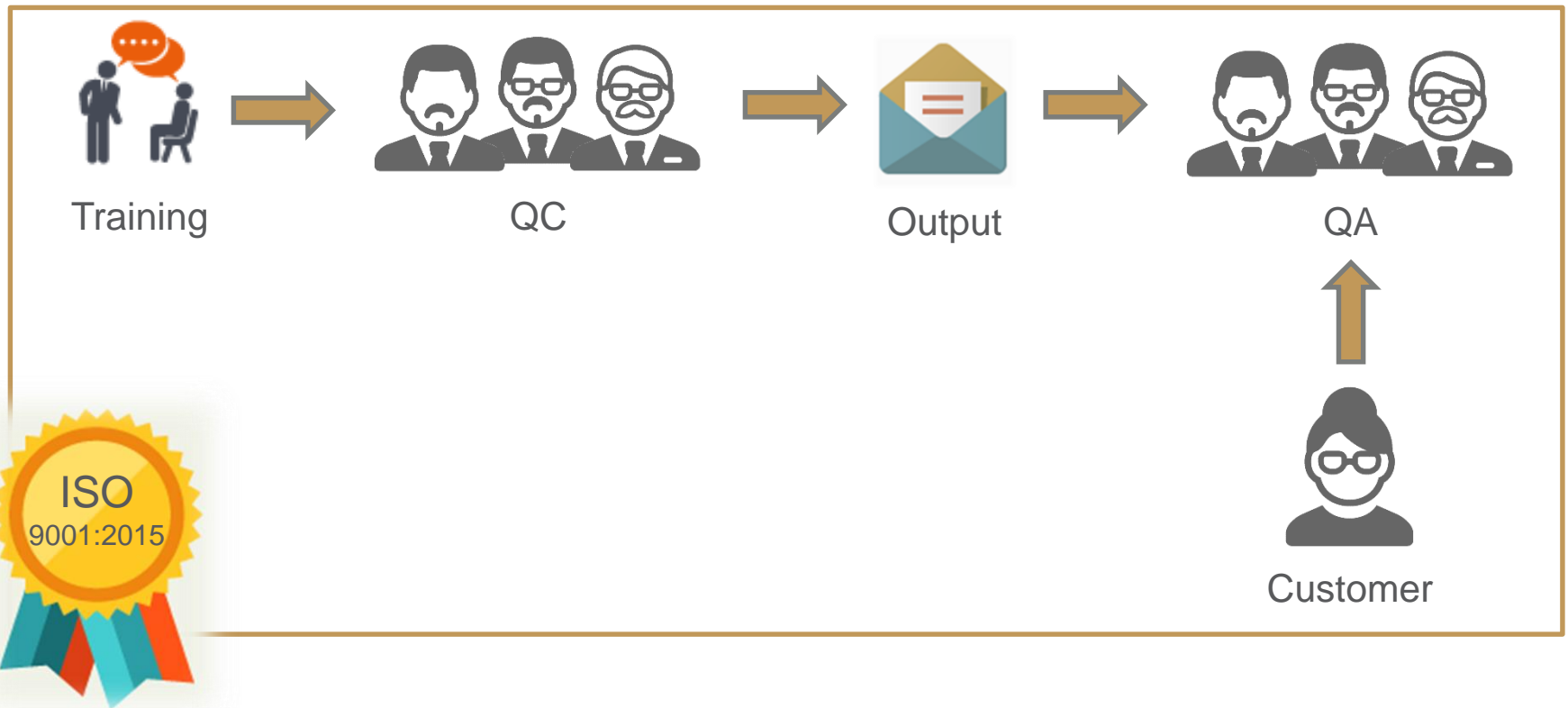


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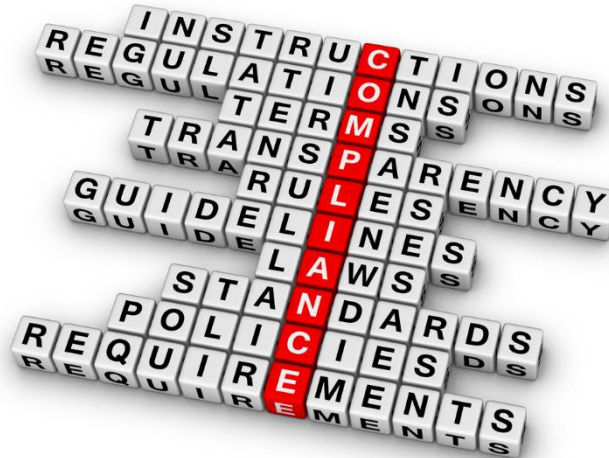
- Feedback channels, e.g.
  - ad-hoc correspondence from applicants
  - customer survey
  - External engagements
  
- Quality Division addresses most of such correspondence
  
- When necessary :
  - coaching individual examiner
  - training/sharing of best practices at division-level or unit-wide level

## Compliant with ISO 9001:2015 requirements



# SUMMARY

- Cultivate good quality from the start of employment
- Constantly fine-tune internal processes
- Continuous improvement in response to the feedback from stakeholders



**THANK YOU**

**Ideas Today. Assets Tomorrow.**