

Patent Cooperation Treaty (PCT)

Common Quality Framework for International Search and Preliminary Examination

REPORT ON QUALITY MANAGEMENT SYSTEMS

Prepared by **THE EGYPTIAN PATENT OFFICE**

The Authority should provide general background information relevant to the quality management system (QMS) as set forth in this template.

The descriptions below each main heading of this template should be considered examples of the type and arrangement of information that should be included under each heading. Each Authority may provide additional information beyond that set forth in this template as desired.

INTRODUCTION (PARAGRAPHS 21.01 - 21.03)

In this introduction, each Authority should include a summary of all changes to their quality management system that have taken place since the previous report on their Quality Management System, and any other matters considered to be of interest in relation to quality management.

If applicable, the Authority may at this point indicate any recognized normative reference or basis for their quality management system besides Chapter 21, such as ISO 9001, under the heading "Normative Reference for QMS"

For example: "Normative reference for QMS: ISO 9001, EQS (European Quality System)"

Each Authority should then provide at least the information indicated in the descriptive boxes, under the following headings

The Egyptian Patent Office (EGYPO) was established in 1951. Since 1971, EGYPO has operated under the Academy of Scientific Research and Technology (ASRT). EGYPO provides professional, efficient and high standard substantive and formality examination procedures for patent applications.

Since 2013, EGYPO has become a PCT International Searching and Preliminary Examining Authority. EGYPO is the first ISA in Africa and the Arab region and is the only ISA that issues ISR and WOISA in the Arabic language.

The mission of EGYPO is not only limited to conducting search and examination for patent applications and granting patents. EGYPO has a crucial role in the advancement of science and technology in Egypt by encouraging the efficient use of the protection and information functions of the patent system. EGYPO endeavors to contribute to the socioeconomic development of Egypt by supporting creativity and fostering innovation. Therefore, it provides information and expertise on intellectual property (IP) and patents through various awareness raising and training activities.

EGYPO is committed to offer high quality products and services and therefore, it is keen on adopting high quality procedures and practices. During 2018, a number of noticeable developments and improvements were introduced.

The ePCT system is now utilized on a wider basis by EGYPO and no longer limited to the personnel of the PCT Department. Technical Examiners are now processing International Applications, preparing and submitting international reports through the ePCT portal. Also, applicants are currently able to create accounts on the ePCT to file and follow up PCT application.

New examiners in different technological fields joined the technical examination department workforce. Several examiners have attended various training activities which were organized in cooperation with WIPO and other Patent Offices. In addition, the National IP academy second batch trainers – including six patent examiners - have completed their TOT program. This has increased the total number of EGYPO patent examiners in the Egyptian IP Academy to fourteen technical examiners and two legal examiners. Two twin workshops on patent search examination targeting patent examiners in the Arab and African Region were organized in cooperation with WIPO and delivered by a group of the EGYPO trainers. A new and fully equipped training room was set up in EGYPO.

New features on the IPAS system were activated allowing for more efficient monitoring and follow up of workload. EGYPO established a pre e-filing system for patent agents and a set of e-services for applicants and patent agents. The Information Technology (IT) Department has undergone an infrastructure renovation.

Due to a change of the reviewed applications coverage the Quality Sampling and Review Committee (QSRC) is renamed the Quality Review Committee (QRC).

EGYPO recognizes the importance of Quality Management System (QMS) to ensure that all patent processing steps are completed in a timely and high quality manner. EGYPO aims to maintain and improve its QMS as implemented for the PCT application processing according to Chapter 21 of the PCT International Search and Preliminary Examination Guidelines.

1. LEADERSHIP AND POLICY

21.04 Confirm that the following are clearly documented, and that this documentation is available internally:

- (a) The quality policy established by top management.*
- (b) The roles and names of those bodies and individuals responsible for the QMS, as delegated by top management.*
- (c) An organizational chart showing all those bodies and individuals responsible for the QMS.*

(a)

The quality policy of the QMS has been established by top management.

The Quality Manual of the EGYPO (under development) will include the quality policy, the bodies responsible for the HQC and QRC and an organizational chart showing all the bodies and individuals responsible for the QMS for all the Departments of the EGYPO.

- Our key quality objectives:

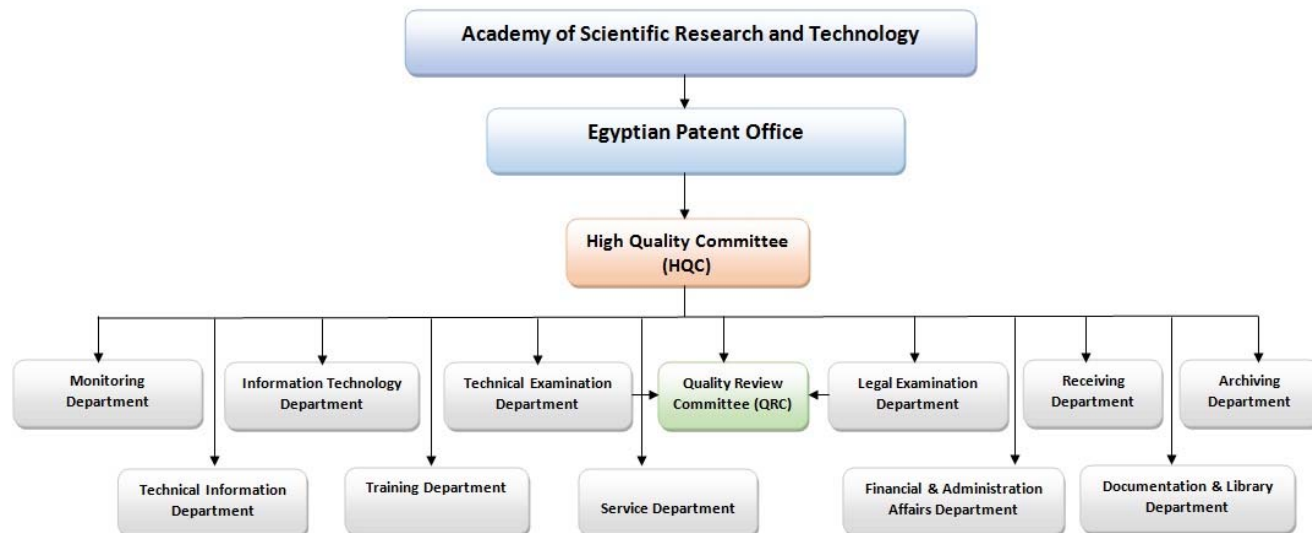
1. Efficient delivery of the services and products, in a timely manner and in accordance with the Patent Cooperation Treaty and Regulations and the National Law.
2. Providing systems to meet the legitimate clients' needs and expectations.
3. Enhancing the staff skills through providing them with different training courses according to their needs.
4. Improving all the processes on basis of quality, cost and time.

(b)

EGYPO does not have a special Department for QMS in its administrative structure, but a High Quality Committee (HQC) and a Quality Review Committee (QRC) were established and are considered a substitute for the QMS.

- **High Quality Committee (HQC):** include members of at least the following Departments: (Technical Examination Department, Legal Examination Department and Monitoring Department).
- This committee follows up the workflow of the patent application ensuring that the work is performed according to quality standards in each department. The HQC identifies any deficiencies in the overall procedure, determines the reasons for them and proposes solutions.
- The HQC prepares reports and submits them to the President of the EGYPO in order to put an action plan for implementing the recommendations of the committee.
- **Quality Review Committee (QRC):** is composed of legal examiners and technical examiners from different technological fields; chemistry, pharmacy, biotechnology, chemical engineering, electricity.... etc.
- The purpose of QRC is to verify, validate and monitor adherence to the Search and Examination quality standards particularly in light of the Search and Examination Guidelines and to provide feedback to the examiners for patent applications in both the national phase and international phase.
- **QRC** was previously known as the Quality Sampling Review Committee (QSRC) as it was responsible for conducting revisions on random samples of accepted and rejected applications in the national phase and all international applications. In January 2018, this committee became responsible for revising all accepted and refused patent applications in the national phase. Concerning the international phase, all the applications are revised to ensure compliance with quality standards and the PCT International Search and Preliminary Examination Guidelines.

(c)



21.05 Indicate (e.g. by means of a table) the extent of compatibility between the Authority's QMS and the requirements of Chapter 21 of these International Search and Preliminary Examination Guidelines. Alternatively, indicate where the Authority is not yet compliant with these requirements.).

Chapter 21 requirement			Extent of compliance		
			full	part	no
21.04	(a)	Quality policy available	✓		
	(b)	Identified roles and names for QMS responsibility	✓		
	(c)	Organizational chart available	✓		
21.05		Established compatibility of QMS with Chapter 21	✓		
21.06	(a)	Mechanisms to ensure effectiveness of the QMS	✓		
	(b)	Control of the continual improvement process	✓		
21.07	(a)	Communication of management about this standard to staff	✓		
	(b)	The PCT Guidelines are in line with the Authority's QMS	✓		
21.08	(a)	Management reviews take place	✓		
	(b)	Quality objectives are reviewed	✓		
	(c)	Communication of quality objectives throughout the Authority	✓		
21.09	(a)	Performance of a yearly internal review of the QMS in/to	✓		
	(b)	determine the extent to which the QMS is based on Chapter 21	✓		

Chapter 21 requirement			Extent of compliance		
			full	part	no
		determine the extent to which S&E complies with PCT Guidelines	✓		
	(c)	an objective and transparent way	✓		
	(d)	using input incl. information according paragraph 21.24	✓		
	(e)	recording the results	✓		
21.10		Assurance to monitor and adapt to actual workload	✓		
	(i)	Infrastructure in place to ensure that a quantity of staff	✓		
	(a)	sufficient to deal with the inflow of work	✓		
	(b)	which maintains tech. qualifications to S&E in all technical fields	✓		
	(c)	which maintains the language facilities to understand languages according to Rule 34	✓		
	(ii)	Infrastructure to provide a quantity of skilled administrative staff	✓		
	(a)	at a level to support the technically qualified staff	✓		
	(b)	for the documentation records	✓		
	(iii)	Ensuring appropriate equipment to carry out S&E	✓		
	(iv)	Ensuring documentation accord. to Rule 34	✓		
	(v)	(a) Instructions to help staff understand and act accord. the quality criteria and standards	✓		
		(b) Instructions to follow work procedures accurately and they are kept up-to-date.	✓		
	(vi)	(a) Training and development program to ensure and maintain necessary skills in search and examination	✓		
		(b) Training and development program to ensure awareness of staff to comply with the quality criteria and standards.	✓		
	(vii)	(a) System in place for monitoring resources required to deal with demand	✓		
		(b) System in place for monitoring resources required to comply with the quality standards in S&E	✓		
21.11	(i)	Control mechanisms to ensure timely issue of S&E reports	✓		
	(ii)	Control mech. regarding fluctuations in demand and backlog	✓		
21.12	(i)	Internal quality assurance system for self assessment	✓		
	(a)	for compliance with S&E Guidelines	✓		
	(b)	for channeling feedback to staff	✓		

Chapter 21 requirement			Extent of compliance		
			full	part	no
	(ii)	System for measurement of data and reporting for continuous improvement	✓		
	(iii)	System for verifying the effectiveness of actions taken to correct deficient S&E work	✓		
21.14	(a)	Contact person helping identify best practice between Authorities	✓		
	(b)	Contact person fostering continual improvement	✓		
	(c)	Contact person providing for effective comm. with other Authorities for feedback and evaluation	✓		
21.15	(i)	(a) Appropriate system for handling complaints	✓		
		(b) Appropriate system for taking preventive/corrective actions	✓		
		(c) Appropriate system for offering feedback to users	✓		
	(ii)	(a) A procedure for monitoring user satisfaction & perception	✓		
		(b) A procedure for ensuring their legitimate needs and expectations are met	✓		
	(iii)	Clear and concise guidance on the S&E process for the user	✓		
	(iv)	Indication where and how the Authority makes its quality objectives publicly available			✓
21.16		Established communication with WIPO and designated and elected Offices	✓		
21.17		QMS of Authority clearly described (e.g. Quality Manual)		✓	
21.18	(a)	Documents making up the Quality Manual have been prepared and distributed		✓	
	(b)	Media available to support the Quality Manual		✓	
	(c)	Document control measures are taken		✓	
21.19	(i)	Quality policy of the Authority and commitment to QMS	✓		
	(ii)	Scope of QMS	✓		
	(iii)	Organizational structure and responsibilities	✓		
	(iv)	the documented processes are carried out in the Authority	✓		
	(v)	Resources available to carry out processes and implementing the procedures	✓		
	(vi)	a description of the interaction between the processes and the procedures of the QMS.	✓		
21.20	(i)	Records which documents are kept and where they are kept	✓		
	(ii)	Records of results of management review	✓		
	(iii)	Records about training, skills and experience of staff	✓		

Chapter 21 requirement			Extent of compliance		
			full	part	no
	(iv)	Evidence of conformity of processes	✓		
	(v)	Results of reviews of requirements relating to products	✓		
	(vi)	Records of the S&E process carried out on each application	✓		
	(vii)	Record of data allowing individual work to be tracked	✓		
	(viii)	Record of QMS audits	✓		
	(ix)	Records on actions taken re. non-conforming products	✓		
	(x)	Records on actions taken re. corrective actions	✓		
	(xi)	Records on actions taken re. preventive actions	✓		
	(xii)	Records referring to search process documentation	✓		
21.21	(i)	Recording of the databases consulted during search	✓		
	(ii)	Recording of keywords, combination of words and truncations during search	✓		
	(iii)	Recording of the languages used during search	✓		
	(iv)	Recording of classes and combinations thereof consulted during search	✓		
	(v)	Recording of a listing of all search statements used in databases consulted	✓		
	(vi)	Records about other information relevant to the search	✓		
	(vii)	Records about limitation of search and its justification	✓		
	(viii)	Records about lack of clarity of the claims	✓		
	(ix)	Records about lack of unity	✓		
21.22		Report on its own internal review processes		✓	
21.23-21.25		Additional information on further inputs to its internal reviews	✓		
21.26		Initial report called for by paragraph 21.26	✓		

21.06 Indicate with reference to the organizational chart those bodies and mechanisms management uses to ensure:

- (a) the effectiveness of the QMS; and*
- (b) that the process of continual improvement progresses.*

(a) High Quality Committee (HQC) and Quality Review Committee (QRC) are considered a substitute for QMS.

- The High Quality Committee (HQC) is responsible for monitoring and ensuring effectiveness of the QMS.
- HQC reviews the progress of the overall quality procedure and discusses quality related issues in a monthly meeting with all the HQC members.
- The purpose of QRC is to verify, validate and monitor adherence to the quality standards and to provide feedback to the examiners in both the national and international phase.
- The head of HQC holds a monthly meeting with the QRC members to discuss the quality reports for the national and international patent applications.
- In special situations, the head of HQC seeks legal advice from the legal consultants; Prof. Hossam Abdel Ghani El Saghir, Prof. Gamal Abdel Rahman, and Prof. Hassan Badrawy.

(b) Continual improvement progress

The head of HQC receives a monthly feedback from the Department Directors, HQC and QRC members. From this feedback he revises whether the quality objectives are achieved.

- Conducting internal reviews at least once a year, in which the head of HQC meets with the Top Management, presents overall quality documentation and receives feedback and support.
- Taking the feedback from applicants into consideration.
- Efficient cooperation between the Technical Examination Department, PCT, HQC, QRC and IT Department.

21.07 Indicate how management of the Authority communicates to its staff the importance of meeting treaty and regulatory requirements including:

- (a) Those of this standard; and*
- (b) Complying with the Authority's QMS.*

(a) and (b)

Meetings are held with the staff to explain the importance of complying to the quality standards and the conformity with the PCT treaty and regulatory requirements.

Regular Meetings are also held between the heads of HQC, QRC and the Technical Examination Department to discuss performance reports and emphasize the importance of adhering to quality standards of search and examination reports being the main products of the PCT procedure.

Internal workshops are conducted for the staff to discuss the PCT ISA and IPEA Procedures, any relevant updates on the process or documents, and to present case studies on special situations. The various departments have copies of PCT legal texts, guidelines and ISA/IPEA forms.

A space is being created on the internal office network to include details on the PCT Treaty, Regulation, guidelines, forms and other relevant documents in addition to information on the QMS and the necessity of complying to its standards which will be made available to the staff.

21.08 Indicate how and when top management of the Authority or delegated officers:

- (a) Conducts management reviews and ensures the availability of appropriate resources;*
- (b) Reviews quality objectives; and*
- (c) Ensures that the quality objectives are communicated and understood throughout the respective Authority.*

(a) - (c)

HQC holds a monthly meeting with top management to review the performance of its quality management system. During this meeting, quality objectives and the availability of appropriate resources are discussed and the necessary steps are taken.

21.09 Indicate whether top management or delegated officers of the Authority perform an internal review of the QMS in accordance with paragraphs 21.22-21.25:

- (a) at least once per year (cf. paragraph 21.22);*
- (b) in accordance with the minimum scope of such reviews as set out in Section 8, namely:
to determine the extent to which the QMS is based on Chapter 21 (cf. paragraphs 21.22, 21.24(i));
to determine the extent to which Search and Examination work complies with PCT Guidelines (cf. paragraphs 21.22, 21.24(i));*
- (c) in an objective and transparent way (cf. paragraph 21.22);*
- (d) using input including information according to paragraphs 21.24 (ii)-(vi);*
- (e) recording the results (cf. paragraph 21.25).*

(a)-(e)

The top management reviews on a yearly basis the performance of the QMS in light of Chapter 21 and the compliance of search and examination work with PCT Guidelines. Any identified issues are discussed with the relevant departments and suitable solutions are proposed, evaluated and implemented. Consideration is given to any notes or feedback received from applicants and other offices.

2. RESOURCES

21.10 Explanatory note: The granting of ISA/IPEA status means that the Authority has demonstrated it has the infrastructure and resources to support the search and examination process. Chapter 21 calls for assurance that the Authority can continually support this process while accommodating changes in workload and meeting QMS requirements. The responses below should provide this assurance.

Human resources:

- (i) Provide information about the infrastructure in place to ensure that a quantity of staff:
Sufficient to deal with the inflow of work;*

*Which maintains the technical qualifications to search and examine in the required technical fields;
and*

*Which maintains the language facilities to understand at least those languages in which the
minimum documentation referred to in Rule 34 is written or is translated*

Is maintained and adapted to changes in workload.

- (ii) Describe the infrastructure in place to ensure that a quantity of appropriately trained/skilled
administrative staff is maintained and adapted to changes in workload:*

*At a level to support the technically qualified staff and facilitate the search and examination
process, and*

for the documentation of records.

(i) In order to achieve the objectives of the quality policy and to meet the customers' expectations, EGYPO continuously provides the required resources and focuses mainly on human resources.

Patent examiners:

- There are more than one hundred technical examiners in various technological fields. All examiners are Bachelor degree holders. About 30% of them hold Postgraduate Qualifications including Master's degrees and PhD.
- Many examiners have worked in their respective fields before joining the office and hence they have the necessary technological skills and expertise.
- EGYPO examiners have the language skills to comprehend at least those languages meeting the minimum documentation requirement under PCT Rule 34. Examiners can process applications at least in Arabic and English. Some examiners are proficient in French.

Supportive actions:

- New examiners receive a general IP session which gives them an overview about all fields of IP. Then they attend a general course on Patents for one week followed by a two weeks course on substantive patent search and examination. The examiners are then subjected to professional on job training according their specialties for one month.
- EGYPO supports about 10 technical and legal examiners per year for IP Diploma study and at least 2 for IP Master Degree study inside and outside Egypt. There are currently more than 50 technical and legal examiners with IP post graduate degrees.
- Language courses (English and French) are also organized to enhance language skills.
- Also a number of new substantive examiners were recruited and started a structured training program.
- The Office makes an annual review and report to include in its future plan the need for further training for the staff and the need to employ new examiners in different fields of technology.

ii) Administrative staff:

- EGYPO places great emphasis on continued training of the administrative staff as well. It organizes courses such as languages, computer skills, customer services, supervision skills, archiving systems, modern documentation systems, administrative system development, auditing and development of governmental affairs. Some administrative staff are also supported to study IP Diploma.

Material resources:

(iii) Describe the infrastructure in place to ensure that appropriate equipment and facilities such as IT hardware and software to support the search and examination process are provided and maintained;

(iv) Describe the infrastructure in place to ensure that at least the minimum documentation referred to in Rule 34 is available, accessible, properly arranged and maintained for search and examination purposes. State whether it is on paper, in microform or stored on electronic media, and where.

(v) Describe how instructions:

to help staff understand and adhere to the quality criteria and standards; and;

to follow work procedures accurately and consistently

are documented, provided to staff, kept up-to-date and adapted where necessary.

(iii)

- IT Department had infrastructure renovation with new servers and other equipment. The whole network was changed improving the speed and efficiency of work for all departments.
- New access points for Wi-Fi were introduced.
- Every technical examiner is equipped with a workstation consisting of a computer with 2 monitors and has an access to the internet.
- EGYPO has updated almost all of the workstations in the office, and it performs a regular maintenance for the existing workstations. About 30 new workstations were introduced.
- Technical examiners have access to various technology specific databases covering patent and non-patent literature and to commercial databases such as STN® and Reaxys®. Access also is available to the Egyptian Knowledge Bank.
- Concerning international applications, EGYPO has become one of the countries that use e-PCT to create a paperless work environment in processing the international applications at the RO, ISA and IPEA stages. The processes managed through this system include: electronic filing of international applications, receiving and storing all relevant documents from the applicants, handling and processing them according to the relevant PCT regulations and sending them to their destination, all under strict security. e-PCT helps EGYPO to have data for calculating the workload of each examiner and technical section, and monitoring fluctuations in demand and backlog in a very transparent way.
- Technical examiners are now fully using the ePCT portal to prepare and communicate the international reports.

(iv) According to Rule 34 of the PCT Regulations, the Office has access to the full PCT minimum documentation through a variety of systems of internal and external databases, which are selected according to the needs of the particular international application.

(v) The PCT treaty, regulations and guideline, the Egyptian IP law, other treaties and conventions, search and examination guidelines and the internal instructions are accessible by all the staff via our internal network and in paper form. A search and examination manual is available and soon will undergo an update and revision process. Meetings are regularly conducted to discuss emerging issues and to ensure complete understanding and compliance with quality requirements.

Training resources:

(vi) Describe the training and development infrastructure and program which ensures that all staff involved in the search and examination process:

acquire and maintain the necessary experience and skills; and

are fully aware of the importance of complying with the quality criteria and standards.

(vi) To maintain a high level of competence, EGYPO staff is involved in an ongoing training process.

Training Department:

- Four training personnel and the Director of the Training Department are responsible for preparing different training programs and workshops for examiners and other target groups.
- EGYPO contains 3 training rooms equipped with smart screens, laptop connected to data show.
- New training room equipped with laptop connected to data show and 14 new workstations connected to the office network and the internet was set up in EGYPO.

Training for the new examiners:

- New examiners receive a general IP session to be familiar with all IP categories. Then, they are subjected to a general Patent course for one week which gives them an overview on the patent system and the Egyptian law and the international treaties. After that a two weeks course on patent search and examination is delivered to the new examiners by senior examiners. Each examiner according to his/her specialty receives on job training for one month.

Training for all EGYPO staff:

- All the EGYPO staff is trained by the seniors and the Department Directors according to their specialties; besides, most of them receive some external training from other Patent Offices to enhance the staff qualifications and exchange experiences.
- EGYPO technical and legal examiners receive training programs including on-job trainings which are conducted in the EGYPO and also in cooperation with WIPO and other patent/IP offices to enhance their search and examination skills.
- All EGYPO staff receives training on the procedures of the PCT patent application.
- All EGYPO staff receives online distance learning courses supported by WIPO and EPO.

Training programs delivered by the EGYPO trainers:

- Under cooperation between WIPO and ASRT a National IP Academy was established in Egypt. Qualified trainers organize and deliver patent and IP training courses in Egypt and other countries.
- EGYPO examiners certified as IP trainers in the IP Academy, deliver yearly two Search and Examination Courses; one for African countries technical examiners and another one for Arab countries technical examiners.
- Most of them also tutor online distance e-learning courses in cooperation with the WIPO.

Oversight over resources:

(vii) Describe the system in place for continuously monitoring and identifying the resources required:

to deal with demand; and

comply with the quality standards for search and examination.

(vii)

The head of HQC, together with the QRC and the Heads of all departments put in place plans for the resources required for the office departments within the budget and discuss it with the President of the EGYPO.

3. MANAGEMENT OF ADMINISTRATIVE WORKLOAD

21.11 Indicate how the following practices and procedures for handling search and examination requests and performing related functions such as data-entry and classification are implemented:

(i) Effective control mechanisms regarding timely issue of search and examination reports to a quality standard as set by the respective Authority; and

(ii) Appropriate control mechanisms regarding fluctuations in demand and backlog management.

(i) and (ii)

New features of the workflow automation system IPAS have been activated. They allow for the delivery, monitoring and follow up of applications by the reviewing examiners and the Director of the Technical Examination Department. They also facilitate monitoring and managing the workload in the department, a specific technical section, and for individual examiners. This is important upon the assignment and follow up of work to ensure the quality and timeliness and help dealing with backlogs in some sections.

As part of the IPAS system, it is expected that in the future an automatic follow up system, to detect and alert for delays, will be in place.

Weekly and monthly reports of the input and output of the technical examination department are prepared and presented to the Department Director to take the necessary actions if issues arise.

The Follow up and Monitoring Department deals with workload and monitors timeliness and backlogs in each department. The department tracks the flow of all applications within the office departments to detect and report fluctuations and backlogs. All procedure and findings are reflected in a monthly report.

Administrative systems are maintained to monitor all administrative tasks of EGYPO as ISA/IPEA including processing of international applications for which EGYPO serves as ISA, processing of demands for International Preliminary Examination, mailing of notices and communication of reports, and monitoring timeliness and pendency of reports. Through those systems, application status and workflow could be tracked.

A special follow up and tracking system deals with international applications to ensure timely processing, preparation of reports by examiners, mailing of notifications and communications are conducted efficiently and timely. The e-PCT system plays a major role in this respect. The technical examination department has joined the PCT department in using the e-PCT system. Currently, technical examiners prepare International Search Reports, Written Opinions and International Preliminary Examination reports and communicate them through ePCT.

A monthly report on the processing of international applications for which international reports were issued is prepared reporting any issues for consideration by the QRC and HQC.

4. QUALITY ASSURANCE

21.12 The following are required quality assurance measures for timely issue of search and examination reports of a quality standard in accordance with the Guidelines. Indicate how the following are implemented, including the use of any checklists to verify reports before their issue or for monitoring the quality standard as part of a post-issue review process:

(i) An internal quality assurance system for self-assessment, involving verification, validation and monitoring of searches and examination work:

for compliance with these Search and Examination Guidelines;

for channeling feedback to staff.

(ii) A system of measurement and collection of data and reporting. Show how the Authority uses the system to ensure the continuous improvement of the established processes.

(iii) A system for verifying the effectiveness of actions taken to correct deficient S&E work, eliminate the causes, and to prevent issues from recurring.

(i) – (iii)

EGYPO is working on activating an internal Quality Assurance system for self-assessment, and channeling the feedback to staff.

The supervisor of each technical section in the Technical Examination Department is responsible for checking the quality of the procedure of the national office actions and the international reports produced. The Director of the Technical Examination Department and Supervisors of technical sections are responsible for controlling of resources, providing guidance on work and harmonizing the practices among the different technical sections. The objective is to ensure that the same approach and practice is adopted in the search and examination of all patent applications, irrespective of which technical section performed the task.

There are 4 steps summarizing the quality assurance system:

- 1) Self-check by the examiner using a checklist, where the main criteria of quality are listed. There is special focus on lack of unity of invention, clarity and scope of claims, clear analysis of subject matter, documentation of search strategy, and classification.
- 2) Checking the procedures of substantive examination: the supervisor of each technical section reviews the technical reports.
- 3) For the international applications there is an additional check before issuing the ISR and the WOISA.
- 4) After that the QRC performs the quality check on all national and international applications.
 - To help examiners prepare reports more efficiently, samples from other offices have been collected and the most frequently used clauses have been made available to the examiners.
 - The Director of Technical Examination Department with Section Supervisors hold meetings with examiners to discuss recurring issues and discuss what is needed to improve the quality of the work.

5. COMMUNICATION

Inter-Authority communication:

21.13 Explanatory note: Each Authority should provide for effective communication with other Authorities.

(Note: This point is informative. No response is required by the template to paragraph 21.13)

21.14 Provide the name, job title and contact details of the Authorities designated quality contact person who will take responsibility for:

- (a) helping identify and disseminate best practice among Authorities;
- (b) fostering continual improvement; and
- (c) providing for effective communication with other Authorities to allow for prompt feedback from them so that potential systemic issues can be evaluated and addressed.

(a) –(c)

- 1) Ms. Ghada Salah – Technical Examiner (ghada_salah999@yahoo.com)
- 2) Ms. Eman S. Ibrahim – Technical Examiner (nawarah_noor@hotmail.com)
- 3) Ms. Iridi Girgis – Technical Examiner (irinineseem@hotmail.com)

Communication and guidance to users:

21.15 Describe the system in place for monitoring and using customer feedback including at least the following elements:

- (i) An appropriate system for handling complaints and making corrections; taking corrective and/or preventative action where appropriate; and offering feedback to users.*
- (ii) A procedure for: monitoring user satisfaction and perception; and for ensuring their legitimate needs and expectations are met.*
- (iii) Clear, concise and comprehensive guidance and information to users (particularly unrepresented applicants) on the search and examination process, giving details of where it is to be found e.g. link to Authority's web site, guidance literature.*
- (iv) An indication of where and how the Authority makes its quality objectives publicly available for the users.*

(i)
There is an allocated space for lodging complaints on the portal of the e-government. In addition, complaints and inquiries can be communicated directly to EGYPO through e-mail, telephone or in person.

There are 3 levels at which an applicant or user can obtain feedback upon lodging a complaint:
1) Direct communication with the relevant examiner or administrative staff member either by meeting in person or through the phone. Most problems could be solved at this level.
2) Communication with a supervisor of the respective examiner or administrative personnel or if necessary the Director of the relevant Department.
3) If the issue was not resolved, the complaint would be handled under the direct supervision of the President of EGYPO.

In all cases, EGYPO ensures that response to complaints is timely. Suitable solutions are offered and implemented.

(ii)
Patent agents and applicants are often invited to meetings to discuss their expectations and any notes on the quality of the products and services they receive. Clarification is provided and solutions are offered as required.

(iii)
Clear and detailed information is available to the public on the EGYPO website including the law and international treaties, national and international filing procedure, applicant guide, frequently asked questions, and other relevant information.

Hard copies of the applicant guide are distributed in the various workshops and seminars conducted by EGYPO for Universities, Research Centers and SMEs. The guide is also available for individual inventors.

Inquiries by applicants, inventors and patent agents are efficiently handled by the staff of the Receiving Office Department providing general guidance and information. To handle specific technical or legal inquiries and provide more detailed guidance, technical and/or legal examiners are usually consulted. PCT Department is in continuous communication with PCT applicants offering special guidance to unrepresented individuals.

Applicants (especially if unrepresented) could request the guidance of a technical examiner in the respective technical field for detailed guidance on writing the patent application before filing with the office. Discussions can also be scheduled after filing the application to provide clarification and guidance. Special advice and guidance is offered for students and representatives of SMEs before participating with their inventions in national or international exhibitions.

Regular meetings are conducted with the registered patent agents to discuss updates on procedures, fees, legal procedures and filing mechanisms e.g. use of ePCT portal, e-filing and other e-services available. A pre e-filing system has been introduced for use by patent agents in non-payment mode. The preparations for activating the payment mode are underway. A number of e-services such as payment of translations and search fees can be processed and directly reflected on IPAS in the respective applications.

In addition, EGYPO has many focal points all over Egypt to help applicants from universities, research institutions and industrial regions with filing their applications and to provide them with information about patent prosecution.

EGYPO has also provided training programs to officers of TISC and TTO offices to enhance their qualifications in providing relevant information to users and help them in drafting patent applications and performing patent searches.

(iv) Quality objectives are not currently officially available for the public.

21.16 Communication with WIPO and designated and elected Offices:

Describe how the Authority provides for effective communication with the International Bureau and designated and elected offices. In particular describe how the Authority ensures that feedback is promptly evaluated and addressed.

- Representative from different EGYPO Departments attend WIPO meetings regularly. Feedback is communicated to the respective Heads of Departments and HQC and QRC.
- Concerning international applications, the EGYPO is one of the countries that use e-PCT to create a paperless work environment in processing the international applications at the RO, ISA and IPEA stages. The processes managed through this system include: electronic filing of international applications, receiving and storing all relevant documents from the applicants, handling and processing them according to the relevant PCT regulations and sending them to their destination, all under strict security.
ePCT helps EGYPO to have data for calculating the workload of each examiner and technical section, and monitoring fluctuations in demand and backlog in a very transparent way.
- Global Patent Prosecution Highway (Global PPH) pilot on EGYPT - A number of bilateral agreements have been signed, e.g. between EGYPO & SIPO (currently CNIPA) and also between EGYPO & JPO to promote work sharing and enable patent applicants to request accelerated processing in the national phase, where Egyptian patent examiners can make use of the work products from the other Office(s). These work products can include:
 - The written opinion of the International Searching Authority,
 - The written opinion of the International Preliminary Examining Authority, or
 - The international preliminary examination report issued within the framework of the PCT, subject to certain conditions.

Reusing search and examination results in this way facilitates the prosecution of patent applications. The decision about whether to grant a patent, however, remains under the control of the respective national Office.

6. DOCUMENTATION

21.17 Explanatory note: The QMS of the Authority needs to be clearly described and implemented so that all processes in the Authority and the resulting products and services can be monitored, controlled, and checked for conformity. This is done in the documents that make up the Quality Manual of the Authority (see paragraph 21.18).

(Note: This point is informative. No response is required by the template to paragraph 21.17)

21.18 The documents that make up the Quality Manual serve to document the procedures and processes affecting the quality of work, such as classification, search, examination and related administrative work. In particular, the Quality Manual indicates where to find instructions on the procedures to be followed.

For the purposes of this report indicate:

- (a) the documents making up a Quality Manual that have been prepared and distributed;*
- (b) the media on which it is supported (e.g. Internal Publication, Internet, Intranet); and*
- (c) document control measures taken e.g. version numbering, access to latest version.*

(a) The HQC prepares several documents which are required to ensure the quality of the national and international applications reports.

- As mentioned in section (1), the quality manual is under development. The documents required to finalize the quality manual are all available internally and include, among others; the Quality Policy, Quality Plan, Search and Examination guidelines, the structure of the quality report and the procedure for controlling the process.

(b) These documents are available on the EGYPO intranet and with the head of the HQC.

(c) The latest versions of all these documents are available to all the EGYPO staff which give them an overview on the quality procedure.

21.19 Indicate whether the documents making up the Quality Manual include the following:

- (i) the quality policy of the Authority including a clear statement of commitment to the QMS from top management;*
- (ii) the scope of the QMS, including details of and justification for any exclusions;*
- (iii) the organizational structure of the Authority and the responsibilities of each of its departments;*
- (iv) the documented processes carried out in the Authority such as receipt of incoming applications, classification, distribution, search, examination, publication and support processes, and procedures established for the QMS, or references to them;*
- (v) the resources available for carrying out the processes and implementing the procedures; and*
- (vi) a description of the interaction between the processes and the procedures of the QMS.*

(i)- (vi)

The Quality manual under development will clearly indicate the quality policy of EGYPO, highlight its objectives and state the commitment to the QMS. In addition, information on each of the following will be included: the scope of QMS, organizational structure and respective responsibilities of the different departments, documentation of all the conducted processes and procedures, resources available to carry out them and aspects of interactions between QMS processes in the various departments.

The organization structure and the responsibilities of each department of the EGYPO are documented. They are currently revised and updated.

21.20 Indicate which types of records the Authority maintains, such as:

- (i) a definition of which documents are kept and where they are kept;
- (ii) results of management review;
- (iii) training, skills and experience of personnel;
- (iv) evidence of conformity of processes, resulting products and services in terms of quality standards;
- (v) results of reviews of requirements relating to products;
- (vi) the search and examination processes carried out on each application;
- (vii) data allowing individual work to be tracked and traced;
- (viii) records of QMS audits;
- (ix) actions taken re. non-conforming products, e.g. examples of corrections;
- (x) actions taken re. corrective action;
- (xi) actions taken re. preventative action; and
- (xii) search process documentation as set out in Section 7.

(i) EGYPO has these records on paper. These records are not published and are stored in each concerned department as follows:

(ii) Results of management review are submitted to EGYPO President.

(iii) Records of all qualifications and training received are kept in the Training Department. Also, evaluation of the staff performance is made by Department Directors every year.

(iv) – (v) All quality reports are analyzed and stored with the head of HQC in a paper form.

(vi) All communications and search documentation for each application are kept in the application file and on the internal database.

(vii) The entire examination process is entered and stored in our database.

((viii) - (xii)) – These records are kept in the file of each application and a copy of Search and Examination reports are saved in the office internal database.

7. SEARCH PROCESS DOCUMENTATION

21.21 For internal purposes the Authority should document its search process.

The Authority should indicate

(a) which of the following are included in this record:

- (i) the databases consulted (patent and non-patent literature);
- (ii) the keywords, combinations of words and truncations used;
- (iii) the language(s) in which the search was carried out;
- (iv) the classes and class combinations searched, at least according to the IPC or equivalent;
- (v) a listing of all search statements used in the databases consulted.

(b) which other information relevant to the search itself is included in this record e.g. a statement of the subject of search; details of special relevance to internet searching; a record of documents viewed; on-line thesaurus, synonym or concept databases, etc.

(Explanatory note: The IA is requested to list other information it may collect to monitor and improve the search process)

(c) which special cases are documented and whether records are kept denoting any:

- (vi) limitation of search and its justification
- (vii) lack of clarity of the claims; and
- (viii) lack of unity.

(a)-(c)

Technical examiners attach to the submitted search and examination reports of each application a search process documentation including the databases consulted; the keywords with respective synonyms, search phrases, IPC symbols, and combinations thereof to form the search queries used; and the language(s) in which the search was conducted. Further, the examiners indicate the outline of their search process particularly the used search strategies. Search and Examination reports include, as appropriate, the relevant details about cases of limitation of search accompanied by clear reasoning, issues of the clarity of the claims, and lack of unity of the invention indicating justifications.

Currently, records on all the mentioned items are fully documented in paper form and partially documented in electronic form on the internal database.

8. INTERNAL REVIEW

21.22 Explanatory note: The Authority should report on its own internal review arrangements. These reviews determine the extent to which it has established a QMS based on the model of Chapter 21 and the extent to which it is complying with the QMS requirements and the Search and Examination Guidelines. The reviews should be objective and transparent to demonstrate whether or not those requirements and guidelines are being applied consistently and effectively and should be undertaken at least once a year. With reference to point 21.08 of this template, the Authority may provide additional information on its internal review arrangements under this section if it so wishes.

21.23-21.25 These arrangements are reported according to this template in Section 1, above, at points 21.04 - 21.09. The Authority may provide additional information on further inputs to its internal reviews under this section, if it so wishes.

9. ARRANGEMENTS FOR AUTHORITIES TO REPORT TO THE MIA

21.26 There are two stages in the reporting arrangements outlined in Chapter 21: the initial report called for by paragraph 21.26(a), and supplementary annual reports in accordance with paragraph 21.26(b). At the second informal meeting of the Quality Subgroup in Canberra on February 6 and 7, 2012, the Subgroup recommended that, instead of submitting full reports every five years and cumulative updates in the intervening years, Authorities should submit each report in the form of a full report, making the differences from the previous year's report clear, for example using "track changes" or other form of highlighting. The template for the supplementary annual reports is therefore no longer used.

Annual reports will be prepared by the EGYPO according to Chapter 21 and sent to MIA.

[End of document]