

# **PATENT COOPERATION TREATY**

## **Common Quality Framework for International Search and Preliminary Examination**

### **Report Under Paragraph 21.17 of the PCT International Search and Preliminary Examination Guidelines**

**by: [The Federal Service for Intellectual Property, Patents and Trademarks (Rospatent)], Russian Federation]**

**on: [December 28, 2006]**

#### **Abbreviations:**

Rospatent – Federal Service for Intellectual Property, Patents and Trademarks

FIPS – Federal State Institution «The Federal Institute of Industrial Property of the Federal Service for Intellectual Property, Patents and Trademarks», under the jurisdiction of Rospatent

CPD - Federal State Institution «The Chamber of Patent Disputes of the Federal Service for Intellectual Property, Patents and Trademarks», under the jurisdiction of Rospatent

RGIIIS – The Russian State Institute of Intellectual Property, under the jurisdiction of Rospatent

Rospatent System – incorporates properly Rospatent and subordinate organizations FIPS, CPD, RGIIIS

Quality Service – Quality Service of Rospatent being the main subdivision of Rospatent System whose terms of reference cover the organization of quality management procedures.

#### **Introduction**

In accordance with requirements of the International Search and International Preliminary Examination Guidelines which are effective as of 2004, the International Searching Authority and the International Preliminary Examining Authority must be

provided with the Quality Management System that assures the compliance with certain requirements relative to personnel, administrative procedures, means for carrying out search and examination, feedback with users of the patent system and other aspects of activities of Rospatent, FIPS and CPD.

For many years Rospatent System has been making use of the Examination Quality Management System that continuously enhances its performance.

The main structural elements of the established Quality Management System are two levels of monitoring the quality of examination, search and other aspects of activity, i.e.

Internal control & monitoring, and

External control & monitoring.

Internal monitoring is carried out by heads of examining subdivisions, their deputies, and heads of divisions each incorporating several examining subdivisions. Internal monitoring is characterized by a preventive nature and carried out either directly during performance of works or at a stage preceding submission of the results of work. As a rule, Internal monitoring comprises checking the compliance of the International Search and International Preliminary Examination with the established requirements. When carrying out Internal monitoring, types of checks, a procedure for their performance, regularity, scope, a depth of checks and forms for submitting their results are set by a head of examining subdivision as agreed with a head of division. The aim of Internal monitoring is to assure due quality of documents to be submitted to applicants. When carrying out monitoring, an individual approach to each employee is ensured.

The Formal Examination Division is entrusted with organizing different types of search and examination carried out by FIPS in accordance with international agreements, including those works associated with the performance by FIPS of functions of the Receiving Office as well as the International Searching Authority and the International Preliminary Examining Authority under the PCT Treaty.

The International Search and Preliminary Examination are carried out by examiners of examining subdivisions.

Internal quality monitoring of international searches and preliminary examination reports is carried out by heads of examining subdivisions and authorized

examiners of a control subdivision for monitoring quality of documents pertaining to the International Search and Preliminary Examination that is established within the Formal Examination Division.

External quality monitoring is carried out by a specialized controlling Subdivision for Handling Complaints from Applicants in which they express dissatisfaction with the quality of the International Search and International Preliminary Examination or with other aspects of activity of Rospatent, FIPS и CPD. The aim of External monitoring is to identify the causes of insufficient quality, to prepare and implement proposals aimed at eliminating these causes and, accordingly, at improving activities of Rospatent, FIPS, CPD.

The Head of Rospatent, Director of FIPS and Chairman of CPD carry out the overall quality management.

A specialized controlling subdivision prepares proposals to improve quality and implement thereof after approval by the Head of Rospatent. This work may be of both planned and operative nature, depending on the extent of proposals.

The functioning of the Quality Management System is governed by internal Rospatent statutory documents, with the main documents being:

- Regulations for organizing and performing control, analysis and evaluation of the quality of works at FIPS;
- Regulations for examining appeals and complaints of citizens and legal entities at the Federal Service for Intellectual Property, Patents and Trademarks and subordinate organizations;
- Procedure for organizing and supervising the performance of instructions issued by the heads of Rospatent and FIPS.

In order to improve efficiency of the processes for quality management by reducing time periods for implementing measures aimed at improving quality of search and examination, in 2006 the Quality Service was established at Rospatent on the basis of a controlling subdivision. Said Quality Service is structured to incorporate three FIPS subdivisions whose activities directly affect the quality provision. These subdivisions are:

Control and Legal Support Division;  
Technology & Support Division;  
R&D Organization and Training Division.

The head of the Quality Service is subordinate directly to the Head of Rospatent.

The procedure for functioning of said Quality Service is governed by the Statute of Quality Service and Regulations setting out interaction between the Quality Service and other subdivisions of Rospatent, CPD and FIPS.

The main functions of the Quality Service are:

- examination of appeals in which dissatisfaction with the quality of examination, search and other aspects of activity of FIPS, CPD and Rospatent is expressed;
- performance of planned and operative checks of the quality of examination and search, control, analysis and evaluation of the examination quality;
- elaboration of proposals as to measures aimed at eliminating the causes of insufficient quality of examination, search and other aspects of activity of FIPS, CPD and Rospatent, at creating conditions for applying uniform approaches when providing the legal protection for intellectual property rights;
- elaboration of proposals aimed at providing, developing and improving the legal protection for intellectual property rights and implementing thereof in the established manner;
- elaboration of methodological recommendations and procedural & technological documents aimed at improving the activities of Rospatent, FIPS, CPD and controlling their proper application;
- organization of a continuous training and improving the skills of employees of Rospatent, FIPS and CPD;
- identification of resources necessary to ensure the conformity compliance with the effective quality standards.

Quality management is depicted in the organization chart of the quality management with Rospatent system, said chart accompanying the present report.

In order to coordinate works aimed at ensuring and developing activities of Rospatent as the International Searching Authority, the International Preliminary

Examining Authority and the Receiving Office under the Patent Cooperation Treaty (PCT), and also to take into account the practice and interests of the Russian Federation in the performance of works on the PCT reform and implementation of provisions contained in the Patent Law Treaty (PLT), a Working Group has been established to consider various activities of Rospatent under the PCT and implementation of the PLT provisions. This Group is composed of representatives of the International Cooperation Department, Department for Control and Supervision in the Sphere of the IP Legal Protection (Rospatent), the Quality Service (Rospatent), the Formal Examination Division (FIPS), Division for Developing Information Resources, Classification Systems and Standards in the Field of IP (FIPS). The functions of the Working Group include a regular examination of documents to be elaborated by the Working Group of the WIPO International Bureau as regards the PCT reform, by the Meeting of PCT International Authorities, preparation of proposals on these documents with due regard for the practice and interests of the Russian Federation.

#### **QUALITY MANAGEMENT SYSTEM (PARAGRAPHS 21.03-21.09)**

##### **Establishment and maintenance of QMS (Paragraph 21.03)**

Basic requirements regarding resources, administrative procedures, feedback and communication channels required to underpin search and examination are set depending on the inflow of work and a need for improvements in technology, with a due account of demands to be determined by the Formal Examination Division. Moreover, this work is done with the participation of employees of the Division for Developing Information Resources, Classification Systems and Standards in the Field of IP.

In the framework of quality assurance, the following quality assurance scheme is provided for monitoring compliance with the basic requirements and with PCT/GL/ISPE.

The Subdivision for Monitoring Quality of Documents relating to the International Search and Preliminary Examination organizes and monitors different types of searches and examination at FIPS in accordance with international agreements, a primary processing, registration and classification of all material received with FIPS to

carry out search and examination, an organizational management of said search and examination in accordance with international agreements, control over time limits for carrying out international searches and quality of reports on the International Search and Preliminary Examination prepared by FIPS examiners.

Each application is allotted to a certain examiner of the Subdivision for Monitoring Quality of Documents relating to the International Search and Preliminary Examination who is responsible for monitoring time limits regarding this application.

Within an examining subdivision the performance of search and examination is monitored additionally by one of the heads of a subdivision (director or its deputy). A head of the examining subdivision responsible for carrying out search and examination takes stock and distributes applications and requests entering the subdivision for carrying out the International Search and Examination, renders a methodological assistance to examiners, monitors correctness of furnishing search reports and Official Actions, timeliness of their submission.

When the search results are prepared, the examiner transmits a required set of documents to the Formal Examination Division. At this stage, experts of the Subdivision for Monitoring Quality of Documents relating to the International Search and Preliminary Examination check the compliance of the performed search, examination and furnished documents with the PCT requirements.

Experts of the Quality Service are involved on the basis of planned measures or on the instruction of Rospatent administration.

#### **Resources - infrastructure (Paragraph 21.05)**

Works associated with the performance of different types of search and examination in accordance with international agreements are carried out by the most qualified state patent examiners of examining subdivisions.

Works on the performance of different types of search and examination in accordance with international agreements are distributed by the Subdivision for Monitoring Quality of Documents relating to the International Search and Preliminary Examination.

Examiners carrying out search and examination in accordance with international agreements are part of the staff of each examining subdivision; apart from this work,

they carry out search and examination regarding applications of the Russian applicants. Therefore, there are no problems with the maintenance of balance between the quantity of S&E staff and the inflow of work. As to personnel involved with works in accordance with international agreements directly within the Formal Examination Division, administration of the Formal Examination Division regularly analyzes ways for matching the quantity of S&E staff to the inflow of work. Besides, the planning and production division (FIPS) monitors quantitative indicators of activities of specialized examining divisions, while keeping an eye on the dynamics of international filings. With the increase in the number of applications filed under the PCT procedure, allowance is made for some adjustment in the staff of the Formal Examination Division with the allotment of additional human resources and adequate financing.

To ensure that recruited S&E staff have the necessary technical qualifications, much attention is given to the selection of personnel and its initial training. Analysis of the demands for the staff having specialized skills and qualifications is carried out on a regular basis.

FIPS directly interacts with institutions of higher education to train specialists of various skills and qualifications. The Rospatent official site contains data on specialists needed; in this connection, use is made of fairs of vacancies in universities and Departments for Labor and Employment. Each person having a claim on a vacant post as the examiner is subject to interlocution.

Solution of the most complicated technical matters provides for the involvement of advisers from amongst highly skilled Moscow specialists, including those to be recommended by the Russian Academy of Sciences.

For employees that do not have skills in English or have need for its improvement, the English-learning courses financed by the EPO are organized. Examiners have access to supporting translation arrangements (a computer-aided text translation system PROMT).

Regular qualification tests allow determination of the compliance of an employee with requirements imposed upon the held post (the availability of a required educational level, technical skills etc.), advisability of his/her promotion, transfer to the reserve for a leading examining (other) post. Based on data obtained, the reserve is formed to fill the positions of administrative staff. Professional certification is carried

out to evaluate knowledge of necessary statutory acts, domestic and foreign experience, timeliness and quality of performing duties, responsibility for the results of work, ability to control and analyze the work of subordinates, etc.

To carry out a quality search, examiners have access to a wide variety of computerized searching means.

Those searching means accessible by examiners cover not only the PCT minimum documentation but also documentation beyond this minimum. In the majority of cases, examiners perform an automated search using their workstations both in internal databases produced at Rospatent and in external databases, including open (free) or commercial databases. Should the need arise, a computer-aided search may be supplemented with the search through traditional patent files on paper or optical disks, where the documents are systematized according to IPC.

The examiner has a good chance of searching based on a single request using several databases simultaneously, which is assured by the recent system PatSearch.

The examiners have access to more than 200 databases, both patent and non-patent ones, which are accessible on-line from computer workstations located in specialized examining divisions. There are used freely accessible Internet databases of Rospatent, EPO (Esp@cenet), the US Patent Office, the Japanese Patent Office, the German Patent Office (Depatisnet), WIPO, as well as an internal searching system of the Eurasian Patent Office (EAPATIS), Prior Art Database of the company IP.com, a Taiwan database of patent documents TWPAT Patent Network and a database of Korea (DBKPA).

The examiners are provided with access to the majority of commercial databases, including:

- more than 200 databases offered by the STN International, that cover both patent and non-patent literature;
- Delphion patent databases. Apart from databases of the leading countries of the world, the Delphion network provides access to examiners of FIPS to database DWPI (Derwent World Patent Index);
- database of patent document of Japan in English (PATOLIS-e).



In the framework of bilateral cooperation with the European Patent Office, examiners of the Institute have a direct free access to a part of the EPO internal searching system EPOQUE.

Each workstation is equipped with a personal computer.

Examiners have access to software that allows automation of the process for preparing the search and examination report (templates in electronic form).

The performance of different types of search and examination in accordance with international agreements is governed within FIPS by a number of organizational and administrative documents that relate directly to search and examination and to their support. These documents explain quality criteria and standards, descriptions of work procedures and a manner of their performance.

«The procedure for the performance of different types of search and examination within FIPS in accordance with international agreements» distributes functions at different stages among various divisions, determines organization, performance and furnishing of the results of different types of search and examination, procedures for accepting the results of the work executed and requirements therefore, establishes time limits for the execution of works at different stages, describes the procedures for monitoring quality and correctness of furnishing search reports and Official Actions.

«The International Search and International Preliminary Examination Guidelines» prepared by WIPO and translated into Russian is effective within FIPS as of June 2004. Moreover, there are used "the Information Search Guidelines" to regulate matters pertaining to different types of information search, including the International Search. The Guidelines describe the procedure for determining the subject of search, search fields, search extent, the search procedure and strategy and a manner of selecting and analyzing relevant documents.

There are also documents regulating the procedure for registering and processing the PCT applications, matters pertaining to storage of search files and access thereto, acquisition and using of search files, training of employees in dealing with search files, development of software to keep a watch on the time limits of office work.

Examiners are timely informed on amendments in WIPO Standards and changes in patent documents of various countries.

In case of ambiguous situations, information messages are published with relevant explanations and recommendations.

Examiners have at hand Manuals to cope with different information search systems. A list of those Manuals is updated every year and brought to notice of examiners.

A database of statutory documents of Rospatent system has been established in electronic form and made available to examiners.

Training and enhancing professional skills of S&E staff are based on measures in the framework of a Common training system using internal (within the FIPS system) and external (a paid training at educational establishment, courses, etc.) forms of training.

Internal forms of training:

1. *Individual training within a subdivision, including tutorship.* In 2006 there was approved a «Status of tutorship». The aim of tutorship consists in individual assistance rendered to examiners – trainees to ensure the acquisition of necessary experience and skills for the quality performance of planned targets for a specified date. Tutors are selected from amongst highly skilled examiners having a necessary working experience and ability to teach trainees.

2. *Centralized training.* Is carried out using the following programs:

a) An introductory program for all newcomers with a length of service up to 4 months, said program involving acquaintance with fundamental issues in the field of industrial property protection.

b) A practical training program «Examination of an application as to substance» for examiners with a length of service from 6 months to 1 year. The program provides for in-depth study of matters pertaining to examination of applications.

c) A course «Skills in working with basic patent information resources in electronic form» for newcomers from amongst examiners – trainees to highlight basic issues pertaining to information resources used in search.

d) A program for employees transferred to the reserve for the posts of directors of divisions or their deputies is oriented to study issues pertaining to the management of activities of FIPS and its subdivisions.

e) A regular training is organized for heads of subdivisions and leading examiners regarding a law enforcement practice in the field of IP, including matters pertaining to examination of complaints and other appeals and the results of analyzing quality of examining those applications on which corresponding decisions of FIPS are revoked or changed by the CPD.

3. *In-service training* in relevant subdivisions is carried out in accordance with quarterly training plans. Training is planned by the heads of subdivisions and aimed basically at studying newly published statutory documents and discussing and analyzing the results of internal and external monitoring of the quality of works within subdivisions.

External forms of training:

1. Training of FIPS employees at RGIIS is carried out under the following programs:

1.1. *Professional retraining* for FIPS employees, on the basis of a higher professional education.

On completion of training graduates are given a state diploma and awarded a qualification for the right to carry out a professional activity in the field of IP legal protection and use.

Starting in 2006, work is underway to cooperate with RGIIS on the development of new programs of professional retraining for FIPS employees.

1.2. *Higher professional education* is carried out at the law faculty of RGIIS with the award of a "Lawyer" qualification with a specialization in the field of IP legal protection.

1.3. *RGIIS post-graduate course* for FIPS employees.

2. All newcomers from amongst examiners are recommended to study the WIPO Academy Distance Learning Program under DL 101 «Introduction to Intellectual Property».

3. In order to acquire the foreign experience, the FIPS examiners take part in seminars organized at WIPO, EPO and other foreign Patent Offices.

Continuous monitoring and identifying resources, other than staff, required to deal with changing demand and comply with quality standards for S&E are of complex

nature. In this activity the following structures are engaged: International Cooperation Department of Rospatent, Subdivisions for Monitoring Quality of Documents pertaining to the International Search and Preliminary Examination, the Working Group to consider various activities of Rospatent under the PCT and implementation of the PLT provisions, Division for Developing Information Resources, Classification Systems and Standards in the field of IP as well as Division for Maintaining Information Systems. Besides, the Quality Service carries out process monitoring, namely: check for compliance of descriptions of work procedures and their performance with established quality criteria and standard, thereby identifying resources required to deal with changing demand and comply with quality standards for S&E.

**Administration - procedures (Paragraphs 21.06(a) and (b))**

At the moment, timeliness of S&E according to quality standards in accordance with PCT/GL/ISPE is ensured as follows.

A Subdivision for Monitoring Quality of Documents pertaining to the International Search and Preliminary Examination records bibliographic data of an application, the date of receiving an application copy for the performance of the International Search, calculates and fixes the date of forwarding a search report to the International Bureau of WIPO. Then each application is classified and assigned to a certain examiner of a Subdivision for Monitoring Quality of Documents pertaining to the International Search and Preliminary Examination, said examiner being responsible for monitoring time limits on this application. Then there are recorded the number of an examining subdivision, the date of forwarding the application to a corresponding subdivision, a time limit for sending the results of work from the examining subdivision to an examiner working at the Subdivision for Monitoring Quality of Documents pertaining to the International Search and Preliminary Examination.

Within the examining subdivision, the performance of search is monitored by one of the heads of the subdivision (director or its deputy), whereas a time limit for completing the work is monitored additionally by a technician of this subdivision.

A random inspection is carried out by the Quality Service.

In such a manner the quality of international search reports and preliminary examination reports is assured at the expense of work at the level of examining

subdivisions, the Subdivision for Monitoring Quality of Documents pertaining to the International Search and Preliminary Examination and the Quality Service.

The Planning and Production Division of FIPS carries out a monthly monitoring of quantitative indicators of activity of examining subdivisions while keeping an eye on the dynamics of international filings and applications received for the International Preliminary Examination and requests for the International Preliminary Examination as well as the results of their examination. Based on collected statistics, a uniform report is prepared every month to reflect indicators of activities of examining subdivisions.

When performing search and examination as to substance with respect to international applications at the national phase and national applications, monitoring of timeliness of S&E is carried out using a computer database of FIPS. This system is designed to monitor processing of applications for inventions, utility models and industrial designs. The system provides for the registration of application material and incoming letters, preparation of outgoing correspondence, monitoring for all processes of a life cycle of applications. At present, to improve the monitoring of timeliness of the execution of works at the international phase of examining applications, a special computer database of international applications is created.

Copying with fluctuations in demand and backlog management is carried out primarily in situ at the expense of actions of the administration of subdivisions by redistribution of work loads and finding reserves for intensifying works within a subdivision. Failing this, top executives are invoked.

#### **Quality Assurance Procedures (Paragraph 21.07)**

Work to ensure the compliance of S&E reports with the quality standards in accordance with PCT/GL/ISPE is carried out as follows.

A head of the Examining Subdivision Responsible for Carrying out Search and Examination takes stock of and distribute applications and requests entering the Subdivision for Carrying out the International Search and Examination, renders a methodological assistance to examiners, monitors correctness of furnishing search reports and Official Actions, timeliness of their submission.

When the search results are prepared, the examiner transmits a required set of documents to the Formal Examination Division. At this stage, experts of the

Subdivision for Monitoring Quality of Documents relating to the International Search and Preliminary Examination check the compliance of the performed search, examination and furnished documents with the PCT requirements.

All search reports and written communication are looked through and signed by a head of the Subdivision for Monitoring Quality of Documents relating to the International Search and Preliminary Examination.

Dispatch of a search report and a written statement to the International Bureau of WIPO is recorded.

Recording and processing of application material received for the performance of the International Examination are carried out similar to that received for the performance of search.

In case of any deficiencies, the International Search Report and/or International Examination Report are returned for correction to the examiner; in doing so, a time limit for correction is set.

To eliminate the causes of deficient S&E work and prevent the deficiencies from recurring, the causes are analyzed and necessary actions are taken. In particular, on the initiative of the Subdivision for Monitoring Quality of Documents relating to the International Search and Preliminary Examination, examiners of examining subdivisions are instructed accordingly. If required, technology processes, organization and administrative documents, etc. are updated. To ensure a continuous improvement of established processes underpinning the issue of S&E reports, research work is carried out and initiative proposals are examined.

#### **Feedback arrangements (Paragraph 21.08)**

An executer is directly informed on deficiencies in his/her work.

Moreover, FIPS publishes documents having administrative and explanatory nature (information letters, etc.) in which necessary information is brought to notice of employees, including explanations as regards disputable or ambiguous situations identified as a result of monitoring and also warning and recommendations pertaining to required actions in similar situations. Professional studies are carried out with examining subdivisions with this object in view.

Feedback from WIPO is carried out through the International Cooperation Department (Rospatent) and the Formal Examination Division (FIPS), the latter being entrusted, as indicated above, with the organization of works associated with the performance by FIPS of functions of the Receiving Office as well as the International Searching Authority and the International Preliminary Examining Authority under the PCT Treaty. The Division for Developing Information Resources, Classification Systems and Standards in the Field of IP (FIPS) also takes an active part in the work with WIPO. Specialists of the Division participate in works aimed at reforming the IPC. The State Patent Collection Library is engaged in the exchange of patent information with foreign Patent Offices and international organizations.

**Communication, Guidance and Responses to Users (Paragraphs 21.06(c), 21.09)**

For dealing promptly with enquiries and enabling appropriate two-way communication between applicants and examiners, use is made of e-mail, facsimile communication, telephone and mail.

At a Consultation Room of FIPS, applicants and other persons may be advised free-of-charge with respect to general matters, including, *inter alia*, the legal protection of industrial property rights, application material, formal requirements imposed in respect of applications, procedures for paying patent fees and examining applications.

Rospatent site contains full texts of statutory documents, including international documents, and other information that is required for drafting and filing an application. Work is underway to translate the PCT Applicant's Guide into Russian for its location on Rospatent site. The site provides access to information resources, including search systems, electronic bulletins, open registers of the Russian inventions and utility models, the International Classification, etc.

Data publishing center of Rospatent (INITS) issues various scientific and methodological and educational literature in the field of industrial property protection.

Any person in his/her address may submit proposals or opinions concerning activities of Rospatent system, including in the form of complaints. Addresses to other organizations involving matters in Rospatent competence, are forwarded to Rospatent for consideration. Besides, there are organized annual conferences on the problems in

the field of intellectual property protection, seminars, workshops and round tables to obtain information on issues with which users are not satisfied.

Proposals and complaints received by the heads of Rospatent and FIPS during tete-a-tete meetings are subject to registration and further examination in the same manner as those received by mail.

Appeals, including complaints, addressed to the administration of Rospatent and FIPS are registered with the Quality Service, entered to a computer-aided database and transferred for consideration to a duly authorized subdivision. In the registration of a complaint, there is prepared a registration card containing relevant information on the complaint. Examination of the complaint and a time limit for a response thereto are taken under control.

Based on the results of examining a complaint, the Quality Service, as a rule, prepares a summary to describe the grounds of the complaint, evaluate lawfulness of actions of employees of the Rospatent system and validity of the complaint. The summary is forwarded for familiarization and preparation of adequate proposals to the head of division involving a subdivision, and also to the head of said subdivision. Measures are taken to correct deficiencies, the cause of deficiencies are identified and analyzed and proposals are elaborated to eliminate the cause of deficiencies and to take preventive action. If needed, check for evaluating situation on this matter is carried out with subdivisions executing the similar work.

A person who applied with the complaint is informed on the results of its consideration and on corresponding measures taken.

The Administration of the Office is informed on the results of examining justified complaints. A general picture with the complaints received is analyzed and used for evaluating the activities. Requirements to the quality of considering complaints are set in the Regulations for examining appeals of citizens and legal entities at the Federal Service for Intellectual Property, Patents and Trademarks and subordinate organizations.

The Quality Service prepares, quarterly and by the results of the year, a report on the results of considering complaints, in which there are given data on the grounds of complaints, deficiencies identified, measures taken to eliminate the cause of deficiencies and also dynamics of entering complaints.



In case of identifying deficiencies being infringement of legitimate rights and expectations of users, measures are taken to restore those legitimate rights.

In case of recurring or systematic deficiencies identified by users, the causes of low efficiency of measures taken are analyzed and the plan of measures is corrected.

Preventive action, i.e. action to eliminate the cause of potential deficiencies, in response to potential deficiencies or problems identified by users, is taken without fail. As a rule, analytical work and selection of optimal measures are carried out, including improvements in engineering processes, preparation of explanations about appropriate action, etc.

Control over assurance of dealing promptly with enquires of users is carried out.

#### **INTERNAL REVIEW (PARAGRAPHS 21.10-21.15)**

By the results of a year, the head of the Quality Service reports back to the Rospatent administration about activities of the Quality Service.

Analysis of the compliance of a Quality Management System with the established requirements is carried out in the framework of research work with the aim not only to perform the evaluation of work but also to submit proposals aimed at improving said System.

# Organization chart of the quality management with ROSPATENT system

