

DKPTO Quality Manual	Level 1	45 <sup>rd</sup> Edition
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## QUALITY MANAGEMENT MANUAL

### PROCESSES FOR

- GRANTING OF PATENTS
- GRANTING OF UTILITY MODELS AND UTILITY MODEL REGISTRATIONS
- CONTRACT PARTNERSHIP WORK FOR OTHER PATENT OFFICES
- REGISTRATION OF DANISH TRADEMARKS AND MADRID PROTOCOL DESIGNATIONS
- DESIGN REGISTRATIONS
- IPR RELATED COMMERCIAL SERVICES

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## INTRODUCTION

Quality management in the workplace can serve many different purposes. For the Danish Patent and Trademark Office (DKPTO) the decision to implement such a system is based on the following strategic considerations.

### The competitive situation

The DKPTO is in a competitive position, for it is possible, via different international systems, to obtain patents, trademarks and designs with validity in Denmark without engaging the services of the DKPTO.

Many clients will continue to have an interest in obtaining a Danish patent, trademark or design. Other clients – not least in the patent area – will primarily be interested in filing a Danish application in order to use the findings of the search in preparation for filing an application with one of the international systems.

Alternatively, some clients use our commercial services as a basis for deciding whether to file an application; typically via one of the international systems.

In any event there will be greater emphasis on ensuring that products and services live up to the specific requirements of each client. This is fundamental to maintaining the DKPTO's reputation as an authority with a substantive examination. The fees for services and products must also be competitive.

### Strategic focus on contract partnership work

In order to perform effectively and ensure the quality required, it is essential that the DKPTO workload does not drop below a certain level. This situation applies particularly to the patent area. The Danish Patent and Trademark Office is therefore pursuing a strategy to expand its work portfolio by performing commercial services for both the private sector and other patent offices.

It is thus necessary that the DKPTO can document its quality management through internationally recognized means.

### The DKPTO Quality Management System

Based on the above, the DKPTO has a quality management system with objectives and purposes as follows:

- The quality of the products and services supplied by the DKPTO must be in accordance with client specifications
- Certification is regarded as an essential competitive parameter
- Quality must be documented in a manner that is internationally recognized
- Documentation on quality is supportive to DKPTO's desire and ambition to establish re-utilisation between the national Patent Offices

The formalized quality management system covers the following processes: patents, utility models, trademarks, designs, commercial services and contract partnership work.

The quality management system includes DKPTO's quality policy which is standard throughout the office.

The quality system conforms to the requirements of DS/ISO 9001:2015 and quality measurement conforms to the requirements of DS/ISO 2859-1.

Sune Stampe Sørensen  
Director General

## LEVEL 1 GENERAL DESCRIPTION

### 1.1 The organisation of the Danish Patent and Trademark Office

#### 1.1.1 *The Ministry of Industry, Business and Financial Affairs*

The Danish Patent and Trademark Office (DKPTO) is an independent Agency of the Ministry of Industry, Business and Financial Affairs. The DKPTO, the Ministerial Department and other affiliated Agencies make up the Ministry of Industry, Business and Financial Affairs group, which is headed by the Ministry's Permanent Secretary. The Directors of the affiliated Agencies are members of the Ministerial Group Board.

The Ministerial Group shares a common mission, vision and values.

The Ministerial group board advises the Ministerial department and makes decisions on major strategic issues concerning the effectuation of government policy.

Performance agreements and development agreements for each of the affiliated Offices are negotiated annually with the Permanent Secretary. These are described in detail in the annual performance agreement.

#### 1.1.2 *The Danish Patent and Trademark Office*

##### **Organisational structure**

The Danish Patent and Trademark Office comprises a number of divisions, which can be seen in the organisation diagram on the DKPTO website.

The DKPTO Board of Directors consists of a Director General and two Deputy Director Generals. The Board of Directors' responsibilities include the DKPTO mission, vision, strategy and values, as well as the overall performance agreements.

Each DKPTO division has a Director, who is responsible to a member of the Board of Directors. The Directors are in charge of the Head(s) of Section and employees within the division. They are responsible for staff management and for ensuring that the division reaches its performance targets. These also include quality goals.

Each section is run by a Head of Section who is responsible to the Director of the division. The Head of Section's responsibilities correspond to those of Director, only at section level.

##### Patents and Utility Models (P)

The Heads of Section in the Patent Division are each responsible for one team, which comprise a number of examiners who handle the technical examination of the patent or utility model.

Examiners have varying seniority. Newly employed examiners (associate examiners) undergo internal education & training to qualify as technical examiners.

The Patent Division also has a number of working groups which carry out quality checks, maintain and update work procedure manuals, maintain and develop IT tools, manage the training of examiners, etc. Each group's tasks, composition and interconnections are described in level 3 of the quality system.

#### Trademarks and Designs (TD)

The Trademark and Design Division has a Director.

Staff leadership in the Trademark and Design Division comprises the TD Director (who formally also serves as head of one Section) and the Head of Section, respectively.

The Director and Head of Section are responsible for the entire group of examiners who carry out the main, technical body of the case work. The staff is made up of legal advisers, clerical staff, and information specialists who perform bibliographical searches etc.

All newly-employed examiners undergo in-house educational training, supplemented by one-to-one tuition.

There are two quality groups for Trademarks. There is also a quality group for Designs and a quality group for Commercial Service assignments. Each group's purpose is to coordinate divisional quality by carrying out quality checks. The groups' tasks and composition are described in their group statement in level 3 of the quality system

Support to the business is delivered by two sections: Business Support Production (BSP) and Internal Business Support (IBS) (BSP) is a section in the division DKPTO Ikast and (IBS) is a section in the division Facility Management.

(IBS) are responsible for receiving and scanning of incoming correspondence as well as publication of the following: trademarks, designs, patents and utility models.

(BSP) handles data entry and formality check-procedures. (BSP) is also in charge of the document supply service.

(BSP) handles the quality control for the document supply service. This procedure is described in level 3 of the quality system.

#### Finance (F)

The division comprises two sections. One of the sections is covered by the certificate. Finance handles fees and the setting up of case files.

#### Commercial Services

Commercial service assignments are carried out by the Patent and Utility Model Division, the Trademark and Design Division, (BSP) or the Information specialist from the division Customers (C).

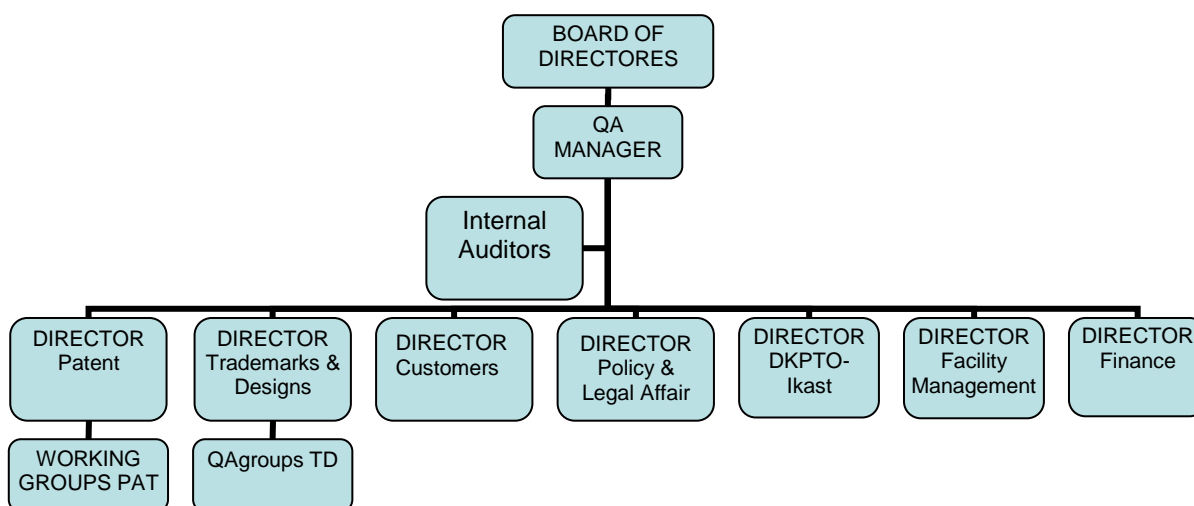
The DKPTO's commercial services in Denmark are sold and handled by the division Customers (C). This division comprises two sections and attends to DKPTO's handling of client relations.

The division is headed by the Director (who formally also serves as head of one Section) and the Head of Section, respectively.

The division Customers are responsible for client satisfaction studies. This procedure is described in level 3 of the quality system.

#### DKPTO quality organisation

In addition to its formal organisational structure, the DKPTO has a parallel organisational structure for quality:



The DKPTO has set up a QA-group consisting of a representative from the Board of Directors (board representative), a QA manager who reports to the board representative and the Directors of the relevant divisions. The role of the board representative is to ensure the flow of information to the Board of Directors on such issues as improving the efficiency of the quality management system and processes, and the resources required to achieving this end; to inform the board about evaluation results and to ensure that relevant minutes from board meetings are posted on the intranet and filed.

The DKPTO has its own internal audit group made up of representatives from various DKPTO divisions. All representatives report to the QA manager.

The quality group in the Patent Division consists of a complex of working groups with interdependent relations. Each of these groups comprises a number of examiners.

The quality groups in the Trademark and Design Division are made up of legal advisers, clerical staff and information specialists. The composition of the various



groups reflects the task areas, such that persons performing the tasks are represented in the individual groups.

### **Business Areas**

The DKPTO has four business areas: Technology, Business identifiers, Policy, and International Projects. All four business areas use competencies and resources from across the office. DKPTO regularly assesses its current strategic situation. Should the strategic challenges and/or opportunities give rise to a need for changes, the situation will be addressed.

The "Technology" business area comprises 3 sub-areas: the granting of Danish rights and registrations, Contract Partnership Work for Other Patent Offices and Commercial Services.

The "Business Identifiers" area covers the granting of Danish rights and registrations, Madrid Protocol Designations, and Commercial Services.

The "Policy" business area has two sub-areas: International and National Policy.

The final business area concerns International Projects.

In connection with its ISO certification, DKPTO has defined a number of business processes which are certified independently of one another. The processes intersect with other DKPTO divisions, as described below.

### **Processes: Granting of Patents and Granting of Utility Models and Utility Model Registrations**

The processes are supplied by the Patent division in cooperation with three other organisational divisions. Policy & Legal Affairs (PLA) are responsible for: Oppositions and Re-examination of patents, Administrative examination of utility models, amendments to processes in accordance with changes in national legislation, handling complaints. The divisions Internal Business Support (IBS), Business Support Production (BSP) and Finance (F), among other functions, are responsible for the following: receiving office for applications, the administration of fees, formalities and publication of applications.

In addition to this, the processes rely on a number of tools which are supplied by other processes. Some of these tools are used directly in the examination process, e.g.: the patent and utility model archives (IBS) and tools for electronic searches and case administration (IT). Other tools apply less directly to the processes, e.g. necessary infrastructure (IBS) and the systems for leadership information (F).

### **Process: Contract Partnership work for other patent offices, Patents**

The process is supplied by the Patent division in collaboration with (BSP) who manage the receipt, registration, dispatch and invoicing of assignments.

In addition to this, the process relies on a number of tools which are supplied by other processes. Some of these tools are used directly in the examination process, e.g.: Tools for electronic searches and case administration (IT). Other tools apply

less directly to the process, e.g. necessary infrastructure (IBS) and systems for leadership information (F).

### **Process: Registration of Danish Trademarks and Madrid Protocol designations**

The process 'Registration of Danish Trademarks' comprises both trademarks and collective marks. The process is supplied by the Trademark division in cooperation with three other organisational divisions. (PLA), among other functions, contribute to the drafting of national legislation and handle complaints. (IBS), (BSP) and (F) divisions handle, among other functions, the receipt of applications, the administration of fees, formalities and the publication of applications.

In addition to this, the process relies on a number of tools which are supplied by other processes. Some of these tools are used directly in the examination process, e.g.: the trademark archives (IBS) and tools for electronic searches and case administration (IT). Other tools apply less directly to the process, e.g. necessary infrastructure (IBS) and the systems for leadership information (F).

The "Registration of Madrid Protocol designations" process is supplied by the Trademark division in cooperation with three other organisational divisions: (PLA), among other functions, contribute to the drafting of changes to international and national legislation. (IBS), (BSP) and (F) divisions handle, among other functions, the receipt of applications, the administration of fees and publication of applications.

In addition to this, the process relies on a number of tools which are supplied by other processes. Some of these tools are used directly in the examination process, e.g.: the trademark archives (IBS) and tools for electronic searches and case administration (IT). Other tools apply less directly to the process, e.g. necessary infrastructure (IBS) and the systems for leadership information (F).

### **Process: Registration of Designs**

The Registration of Designs process is supplied by the Trademark and Design division in cooperation with three other organisational divisions. (PLA), among other functions, contribute to the drafting of changes to international and national legislation and handle complaints. (IBS) and (F) divisions handle, among other functions, the receipt of applications, the administration of fees and publication of applications.

In addition to this, the process relies on a number of tools which are supplied by other processes. Some of these tools are used directly in the examination process, e.g.: the design archives (IBS) and tools for electronic searches and case administration (IT). Other tools apply less directly to the process, e.g. necessary infrastructure (IBS) and the systems for leadership information (F).

### **Process: Commercial Services**

The process is supplied either by the Patent division, the Trademark and Design division, the division for Customers or the Business Support Production section. The process is supplied in cooperation with two other divisions. (PLA), among other functions, ensure that DKPTO's commercial services operate within the legislative framework and handle complaints. (IBS), among other functions, is responsible for scanning the assignments into DKPTO's case administration system, uPDate.

In addition to this, the process relies on a number of tools which are supplied by other processes. Some of these tools are used directly in the commercial services process, e.g.: the patent and utility model archives (IBS) and tools for electronic searches and case administration (IT). Other tools apply less directly to the process, e.g. necessary infrastructure (IBS) and the systems for leadership information (F).

## 1.2 DKPTO Quality Policy

### 1.2.1 The DKPTO Mission

The Danish Patent and Trademark Office is the centre for strategic information and protection of technology and business identifiers.

### 1.2.2 The DKPTO Vision

DKPTO helps businesses turn ideas into assets.

### 1.2.3 The DKPTO Values

The Danish Patent and Trademark Office and the entire Ministerial group share the same set of basic values. They comprise the following five values and 19 principles for good leadership:

#### 1) Our results matter

- We produce results that make a difference
- We plan and prioritize our tasks well
- We recognize good results
- Our leaders talk with their staff about how their tasks make a difference

#### 2) We are united in creating a good workplace

- Our leaders are good at motivating
- We are active in creating job satisfaction for employees
- We make it possible to balance the demands of the workplace and personal life
- We are dedicated to making it attractive to work within the Ministry of Industry, Business and Financial Affairs

#### 3) We focus on quality

- We deliver high quality solutions
- Our leaders deliver clarity on quality requirements
- Our leaders give clear feedback on good results and when performance can be bettered
- We have good opportunities for professional development

#### 4) We listen to others and employ a broad perspective

- We work well together
- We are good at sharing knowledge and experience inter-divisionally
- Our leaders involve employees in decisions that are essential to their work

## 5) We are proactive

- Our leaders give employees room to act independently
- We act responsibly and give of our best
- We promote new thinking
- We are proactive where change is needed

### **1.2.4 DKPTO Quality policy**

The DKPTO Quality policy is the Board's general indication of the methods by which products and services supplied by the DKPTO should be managed from a quality perspective. The Quality policy provides a framework for more detailed instructions and is in itself a guide to staff conduct in their daily work. The Quality policy shall thereby ensure the necessary uniformity of DKPTO's services.

The DKPTO quality policy is developed on the basis of its strategy and values. Therefore the quality policy, under the headings "Clients", "Staff" and "Leadership", is an expression of the values, methods and procedures prioritized by the DKPTO Board.

#### Clients

We will improve and supply quality services by meeting the following criteria:

- provide correct and satisfactory factual information
- provide consistent, well-reasoned, sound assessments and decisions within the agreed time frame
- be courteous, helpful and impartial when dealing with all our clients
- review our clients' requirements and regularly check our service standards against them

#### Staff

Each of us will continue to develop and improve our skills so that we contribute to the fulfilment of DKPTO's overall objectives by:

- sharing knowledge and drawing on each other's' expertise
- taking shared responsibility for the quantitative task performance and achievement of goals
- complying with the quality policy and the quality manual

#### Leadership

We will:

- ensure that DKPTO's quality goals are both clear and operational for staff and continue to be developed in line with client needs
- deal constructively with target shortfalls, errors and deficiencies in quality through training/education and adjustment of processes and procedures

To guarantee the above, the DKPTO works with Quality objectives (section 1.4).

The Quality objectives are connected to the Quality goals, which are specified in section 1.5.

## 1.3 Quality management system

### 1.3.1 Object of the quality management system

The present quality management system shall cover the following services provided by the Danish Patent and Trademark Office:

#### Patents

- search and examination of Danish patent applications to a decision-sustainable standard
- preparation of search reports and correspondence for patent applications in accordance with the Patent Guidelines; both speedily and of a quality which gives the applicant a reliable basis should he decide to apply for a patent in Denmark and internationally
- maintaining an accurate patent register
- preparation of reports for other assignment types supplied by the DKPTO to other patent offices, especially search reports and assessment of patentability. The reports shall be of a quality which gives the other patent office a qualified and reliable basis on which to serve its clients in accordance with the relevant legislation

#### Utility Models

- examination of Danish utility model applications to a decision-sustainable standard
- preparation of search reports for utility model applications and/or correspondence in accordance with the Utility Model Guidelines; both speedily and of a quality which gives the applicant a reliable basis should he decide to apply for a utility model in Denmark and internationally
- maintaining an accurate utility model register

#### Trademarks

- examination of Danish trademark and collective mark applications, whereby decisions comply with standard practice
- examination of Madrid Protocol designations, whereby decisions comply with standard practice
- maintaining an accurate trademark register

#### Designs

- examination of Danish design applications, whereby decisions comply with standard practice
- maintaining an accurate design register

## Commercial Services

- shall ensure that client expectations correspond to the service provided

The quality management manual covers the processes: "Granting of Patents", "Granting of Utility Models and Utility Model Registrations", "Contract Partnership Work for Other Patent Offices", "Registration of Danish Trademarks and Madrid Protocol Designations", "Design Registrations" and "Commercial Services Assignments".

Sub supplies which belong to another process are not, at this point, included in the manual. However the following services are included in the form of specific service level agreements as they are essential to, and have direct bearing on, the execution of the processes:

- IT
- Production follow-up (data from DKPTO's leadership information system)
- HR

The manual does not cover applications or patents to which the "Law on Non-Disclosure" applies (secret patents).

The processes covered in the DKPTO Quality Manual do not concern development or construction; therefore ISO 8.3 does not apply. The processes for the examination of IP rights cannot be defined in any way as development; these are entirely regulated by law. The process for commercial services comprises standard products which are adapted according to the requirements from each client and therefore does not involve any form of development.

Nor does the DKPTO have any monitoring or measuring equipment; therefore the manual does not involve ISO 7.1.5.2.

### **1.3.2 Statutory basis**

The Danish Patent and Trademark Office is, like all public authorities, bound by the body of public law; the Danish Act on Public Administration, the Danish Open Files Act, Personal Data Protection Law, among others.

For the processes 'granting of patents and utility models' and 'utility model registrations', the DKPTO must, in its administration of the Patent Law and Utility Model Law, follow the practice laid down through courts of law rulings and appeal board rulings. For the 'granting of patents' process, the practice set out in the European Patent Convention must also be observed.

For the process 'registration of Danish trademarks and Madrid Protocol designations', the DKPTO must, in its administration of the Danish Trademark Law and Collective Mark Law, follow the practice laid down through courts of law rulings and appeal board rulings, and also observe the practice laid down by the Office of Harmonization and the European Court of Justice. Also, for Madrid Protocol designations the DKPTO must observe the Madrid Protocol and the rules of procedure established therefor.

For the process 'registration of Designs', the DKPTO must, in its administration of the Danish Design Law, follow the practice laid down through courts of law rulings and appeal board rulings, and also observe the practice laid down by the Office of Harmonization and the European Court of Justice.

For the process 'contract partnership work for other patent offices' (patents), the work is carried out in observance of the patent law of the country concerned; as stipulated in the contractual agreements with the various patent offices. The contracts also contain comprehensive instructions for the practice to be followed.

The process 'commercial services' comprises services conducted on a commercial basis. The services are based on the legislation and practice mentioned for the processes for granting of patents, utility models and utility model registrations, registration of trademarks and registration of designs. Each of the laws therefor allows the DKPTO to provide this type of services. These competitive activities come under private law regulation, e.g. contract law, tort law and competition law.



## 1.4 Quality Objectives

### 1.4.1 Overall Quality Objective

The following objectives apply to the different types of rights and commercial services:

Improve the quality of task performance by

- maintaining and developing the quality management system which, based on task descriptions, shall ensure that
  - quality standards are observed
  - all documentation is accessible
- maintaining and improving quality through sparring and technical peer review checks
- maintaining and developing staff competencies by
  - training in the use of relevant search techniques and examinations
  - knowledge sharing, e.g. participating in expert-groups, specialist forums and study trips

### 1.4.2 Ensure Quality Objective

- Continues Improvements of the work processes
- Improve quality management system to identify and reduce systematic error
- Cultivate the principle of subsidiarity by establishing a better dialogue with the client regarding specific cases and decisions as well as issues of a more general character

### 1.4.3 Patents and Utility Models

For the granting of patents and utility models and utility model registrations, the following also applies:

The speed of the search and examination process is maintained and improved by

- preventing a backlog of cases
- examination of newly filed applications, so that the result can provide an important decision making basis for the client

Quality of the search and examination is maintained and improved by

- further developing the technical peer review system

- maintaining the quality of task performance by ensuring that the relevant technical areas of each technical team are covered by aptly qualified examiners
- benchmarking search and examination results against PCT results
- selecting the most optimal search strategy for the technical area of the invention
- regular follow-ups on the individual technical examiner based on quality measurements

#### ***1.4.4 Danish Trademarks and Madrid Protocol designations***

For the registration of Danish trademarks and Madrid Protocol designations, the following also applies:

The speed of the search and examination process is maintained and improved by

- preventing a backlog of cases

Quality of the search and examination is maintained and improved by

- making the correct decision. In the case of absolute grounds, well specified reasons for the decision must be given. The decision must be substantiated by reference to pertinent legislation; and reference to earlier practice must be relevant
- drawing up a proposal for a list of goods and services, either as an individually tailored proposal or in the form of the class heading for the classes applied for
- advising the applicant about all relevant problems which may arise during the examination process
- communicating with the applicant in clear, easy to understand language

The speed of the case processing for oppositions and administrative revocations under the process for the registration of Danish trademarks and Madrid Protocol designations is maintained and improved by

- keeping the case processing time as short as possible during the hearing phase
- keeping the case processing time as short as possible during the examination process

The quality of the case processing for oppositions and administrative revocations under the process for the registration of Danish trademarks and Madrid Protocol designations is maintained and improved by

- advising on all the relevant problems that may arise during the hearing phase
- ensuring that the grounds are appropriate and case specific
- communicating with the applicant in clear, easy to understand language

### **1.4.5 Design Registrations**

For the registration of Danish Designs, the following also applies:

The speed of the search and examination process is maintained and improved by

- preventing a backlog of cases
- keeping the case processing time as short as possible during the examination process

The quality of the search and examination process is maintained and improved by

- ensuring that the examination of designs complies with current legislation and practice
- advising the applicant about all relevant problems
- communicating with the applicant in clear, easy to understand language

The speed of the case processing for administrative examinations under the process for the registration of Designs is maintained and improved by:

- keeping the case processing time as short as possible during the hearing phase and the examination process

The quality of the case processing for administrative examinations under the process for the registration of Designs is maintained and improved by:

- ensuring that the decision complies with current legislation and practice
- ensuring a balanced decision
- ensuring that the grounds are pertinent and concise
- communicating with the applicant in clear, easy to understand language

### **1.4.6 Commercial Services**

For the Commercial Services process, the following also applies:

The quality of the case processing is maintained and improved by:

- ensuring the correct make-up of competencies for each task area
- following up on client satisfaction

## 1.5 Quality Goals

### 1.5.1 Patents

#### 1.5.1.1 DKPTO Goals

The following DKPTO goals apply to the granting of patents:

The speed of the search and examination is controlled by

- processing and completing, at minimum, the same number of cases as are received
- ensuring that 75% of all cases filed in the previous 1 to 3½ years are finalized (1-year goal)
- ensuring that 80% of all cases filed in the previous 1 to 3½ years are finalized (3-year goal)
- maintain an average time limit of 6.3 months for the initial search and examination of patent applications  
ensuring that 95% of patent applications undergo initial search and examination within 7 months

The quality of the search and examination is measured by means of statistical quality measurement in accordance with the DS/ISO 2859-1 standard. The goal is that

- a maximum of 4% of cases may be judged 'unsatisfactory'

The following DKPTO goals apply to contract partnership work for other Patent Offices:

The quality of the assignment work is measured by means of statistical quality measurement in accordance with the DS/ISO 2859-1 standard. The goal is that

- a maximum of 4% of cases may be judged 'unsatisfactory'

#### 1.5.1.2 Client Goals

The following client goals apply to the granting of patents:

The quality of the search and examination is monitored by

- carrying out benchmarking in connection with the PCT harmonisation file programme under PCHSA
- performing a qualitative client satisfaction study every second year from a selection of DKPTO's clients. The client satisfaction study is undertaken with a view to improving the quality of prevailing quality goals, e.g.
  - the client receives a qualified basis for decision making
  - the client can understand our decision/report
  - the client feels treated in a helpful, courteous and impartial manner

The following client goals apply to contract partnership work for other Patent Offices:

The quality of the case work is monitored by

- holding at minimum one meeting per annum with the Patent Offices with whom we have contracts

## **1.5.2 Utility Models**

### **1.5.2.1 DKPTO Goals**

The following DKPTO goals apply to the granting of utility models and utility model registrations:

The speed of the search and examination is controlled by

- dispatching the first written reply for registration of utility model applications without examination within 2 months for 95% of cases
- ensuring that 95% of utility model registrations without examination are finalized within 9 months
- dispatching the initial search and examination report for examined utility model applications within 3 months for 95% of cases
- ensuring that 80% of examined utility model registrations are finalized within 2 years

The quality of the search and examination is measured by means of statistical quality measurement in accordance with the DS/ISO 2859-1 standard. The goal is that

- a maximum of 4% of cases may be judged 'unsatisfactory'

### **1.5.2.2 Client Goals**

The following client goals apply to the granting of utility models and utility model registrations:

The quality of the search and examination is monitored by

- performing a qualitative client satisfaction study every second year from a selection of DKPTO's clients. The client satisfaction study is undertaken with a view to improving the quality of prevailing quality goals, e.g.
  - the client receives a qualified basis for decision making
  - the client can understand our decision/report
  - the client feels he is treated in a helpful, courteous and impartial manner

## **1.5.3 Trademarks**

### **1.5.3.1 DKPTO Goals**

The following DKPTO goals apply to the registration of Danish trademarks and Madrid Protocol designations:

The speed of the examination process is controlled by:

- maintaining an average time limit of 2 months for the initial examination of Danish trademarks

- maintaining an average time limit of 2 months for the initial examination of Madrid Protocol designations
- ensuring that 95% of Danish trademark applications undergo initial examination within 3 months

The speed of the case processing for oppositions and administrative revocations under the process for the registration of Danish trademarks and Madrid Protocol designations is controlled by:

- maintaining an average time limit of 2 months for the processing of cases following the final letter in opposition proceedings
- processing 95% of cases within 4 months following the final letter in opposition proceedings

The quality of the search and examination for Danish trademarks and Madrid Protocol designations is measured by means of statistical quality measurement in accordance with the DS/ISO 2859-1 standard. The goal is that

- a maximum of 4% of cases may be judged 'unsatisfactory'

The quality of the case processing for oppositions and administrative revocations under the process for the registration of Danish trademarks and Madrid Protocol designations is measured by means of statistical quality measurement in accordance with the DS/ISO 2859-1 standard. The goal is that

- a maximum of 4% of cases may be judged 'unsatisfactory'

### **1.5.3.2 Client Goals**

The following client goals apply to the registration of Danish trademarks:

The quality of the search and examination is monitored by:

- performing a qualitative client satisfaction study every second year from a selection of DKPTO's clients. The client satisfaction study is undertaken with a view to improving the quality of prevailing quality goals, e.g.
  - the client receives a qualified basis for decision making
  - the client can understand our decision/report
  - the client feels he is treated in a helpful, courteous and impartial manner

## **1.5.4 Designs**

### **1.5.4.1 DKPTO Goals**

The following DKPTO goals apply to the registration of designs:

The speed of the examination is controlled by:

- conducting initial examination of design applications within 0.5 month
- processing 95% of Danish design applications within 1 month

The speed of the case processing for administrative examinations under the process for the registration of Designs is controlled by:

- conducting all communications during oppositions proceedings within 2 weeks
- processing 90% of cases within 2,5 months following the final letter in the oppositions proceedings

The quality of the case processing for design registrations is measured by means of statistical quality measurement in accordance with the DS/ISO 2859-1 standard. The goal is that

- a maximum of 4% of cases may be judged 'unsatisfactory'

The quality of the case processing for administrative examinations under the process for the registration of Designs is measured by means of statistical quality measurement in accordance with the DS/ISO 2859-1 standard. The goal is that

- a maximum of 4% of cases may be judged 'unsatisfactory'

#### **1.5.4.2 Client Goals**

The following client goals apply to the registration of designs:

The quality of the search and examination is monitored and by

- performing a qualitative client satisfaction study every second year from a selection of DKPTO's clients. The client satisfaction study is undertaken with a view to improving the quality of prevailing quality goals, e.g.
  - the client receives a qualified basis for decision making
  - the client can understand our decision/report
  - the client feels he is treated in a helpful, courteous and impartial manner

#### **1.5.5 Commercial Services**

##### **1.5.5.1 DKPTO Goals**

The following DKPTO goals apply to commercial services:

The speed of the case processing is controlled by:

- ensuring delivery of assignments within pre-arranged deadlines in 95% of cases

The quality of the case processing for commercial service assignments is measured by means of statistical quality measurement in accordance with the DS/ISO 2859-1 standard. The goal is that

- a maximum of 4% of assignments may be judged 'unsatisfactory'

##### **1.5.5.2 Client Goals**

The following client goals apply to commercial services:

The quality of the assignments is monitored by

- performing a qualitative client satisfaction study every second year from a selection of DKPTO's clients. The client satisfaction study is undertaken with a view to improving the quality of prevailing quality goals, e.g.
  - the client receives a qualified basis for decision making
  - the client can understand our decision/report
  - the client feels he is treated in a helpful, courteous and impartial manner



## 1.6 Summary of the quality management system

The quality management system comprises a number of procedures and guidelines which are used to ensure that the tasks are performed in a uniform manner and to a high standard of quality. The effectiveness of the quality management system is dependent upon a continuous updating of the documents upon which the work process is based, and dependent also on the quality management system itself undergoing continuous improvement in an appropriate and systematic way. To this end, procedures have been laid down on how to maintain and improve documents.

Internal audits are held regularly, during which random checks determine whether the procedures and guidelines are being followed. These are carried out with the help of audit checklists drawn up in connection with internal audits. The auditors make up a report highlighting mistakes and deficiencies.

Both the auditors and staff have the opportunity to propose suggestions for improvements or draw attention to deficiencies that should give cause for changes in the work process. These suggestions are dealt with regularly by the management of the division concerned.

The efficiency of the quality management system is regularly evaluated; at executive level at biannual top management evaluation meetings, and quarterly follow up meetings - QA meetings. The evaluation is based on the following: the quality system status report, internal audit reports, results from regular quality controls, reports on implemented proposals for improvement, corrective action, status of changes, risk assessment, status of interested parties including complaints, client enquiries and, for example, reports from client visits and the performance of external providers.

The top management evaluation meetings are attended by top management and the QA manager; here the quality system's efficiency and resource needs are evaluated and quality goals established and coordinated with the strategy of DKPTO.

The QA meetings are attended by the QA group, i.e. the QA manager, the board representative and the director of division for the certified areas.

At QA meetings, the changes to the current quality management system are identified, approved and put into operation.

## 1.7 Summary of procedures for the different kinds of rights

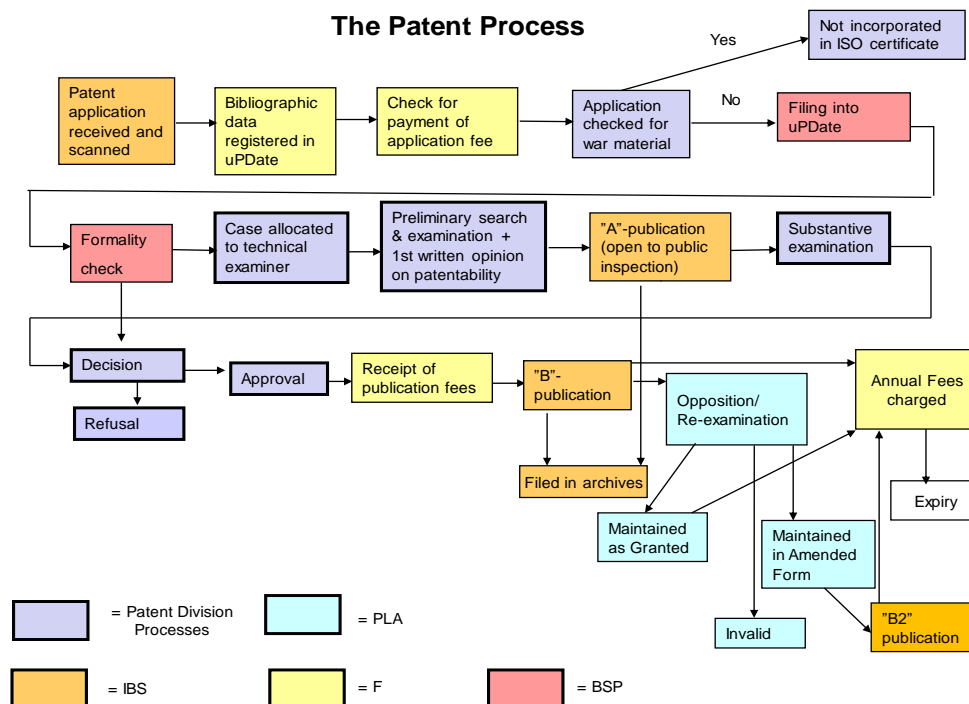
### 1.7.1 Granting of patents

The process for the granting of patents, or patent process, covers the entire process from receiving the patent application at the DKPTO to the expiry of the patent and subsequent filing in the DKPTO archives.

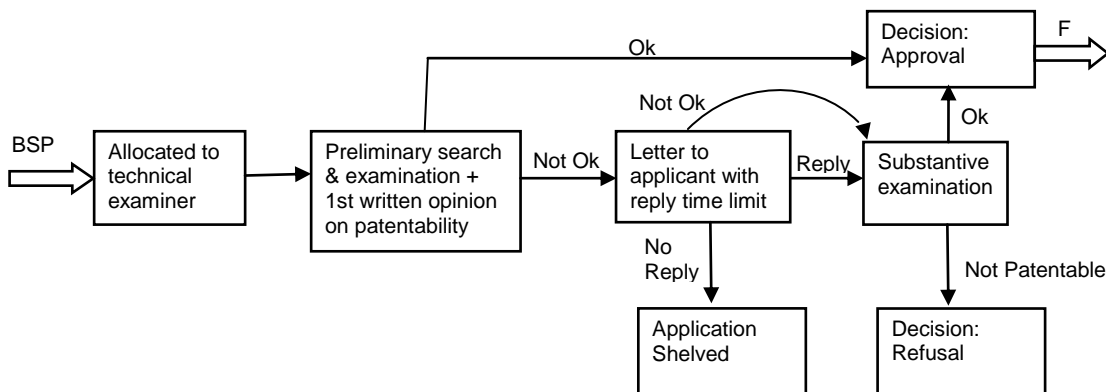
The following is a sequential run-down of the patent process, also depicted in the diagrams "The Patent Process" and "The Patent Process, Patent Division".

1. Patent applications are filed in person or forwarded to Internal Business Support (IBS) who is responsible for the scanning of documents. Hereafter the application is forwarded to the Finance division (F). The application is then registered in DKPTO's case administration system, uPDate; i.e. the application's bibliographic data is entered.
2. The subject matter of the application is screened to see if it concerns war materials, i.e. whether the application should be treated as secret. There are special procedures for secret applications which are not incorporated in the certificate, cf. section 1.3.1.
3. Before the DKPTO can process the patent application, the filing fee must be paid. A reminder will be sent to the applicant if payment is outstanding.
4. When the filing fee has been paid, the case is sent to (BSP) for formality procedures. The staff checks that all application formalities are complied with and that the necessary documents are present. If not, the applicant is contacted by letter, requesting that any deficiencies are attended to.
5. On completion of the formalities procedure, the case is allocated (transferred) to the Patent and Utility Model division (P).
6. The case is allocated to a technical examiner. The examiner performs a search and examination of the invention, upon which a first written opinion on the patentability of the invention is sent to the applicant.
7. After the applicant has been informed of the results, and have replied to the first written opinion the application enters the next stage of the process, which consists of written communication between the technical examiner and the applicant.
8. When the DKPTO considers the application to be thoroughly searched and examined, a decision is made. A decision will either be a refusal or an approval for grant of patent. The applicant is informed in writing thereof.

9. After 18 months, the patent application becomes open for public inspection, i.e. it is published electronically in the Danish Journal of Patents, bearing the document code A. This data is sent to the European Patent Office's database, EPODOC.
10. If the application is approved for grant of patent, the applicant must pay a publication fee. The patent document, assigned the code B, is then published in the Danish Journal of Patents. The information is sent to the European Patent Office's database, EPODOC.
11. Within the 9 months immediately following the patent publication date, third parties can file opposition against the published patent. An opposition can result in the patent being either 'maintained as granted' (B) or 'maintained in amended form' (B2), or ruled invalid.
12. Throughout the lifetime of the patent, though not while oppositions are in progress, it is possible for third parties to request a re-examination of the patent.
13. An annual fee must be paid for the required duration of the patent or until it expires.
14. All applications and patents are filed in the DKPTO archives (cf. points 10 and 11).



## The Patent Process, Patent Division



### 1.7.2 Granting of Utility Models and Utility Model Registrations

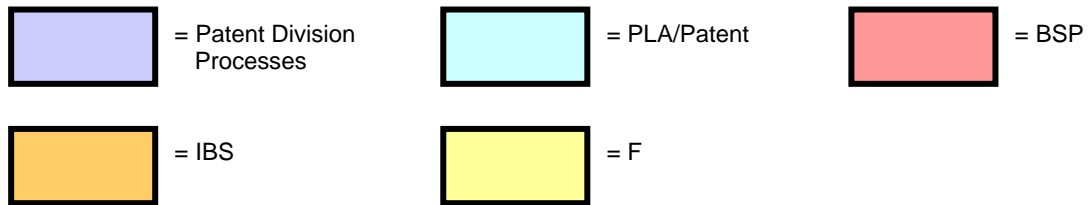
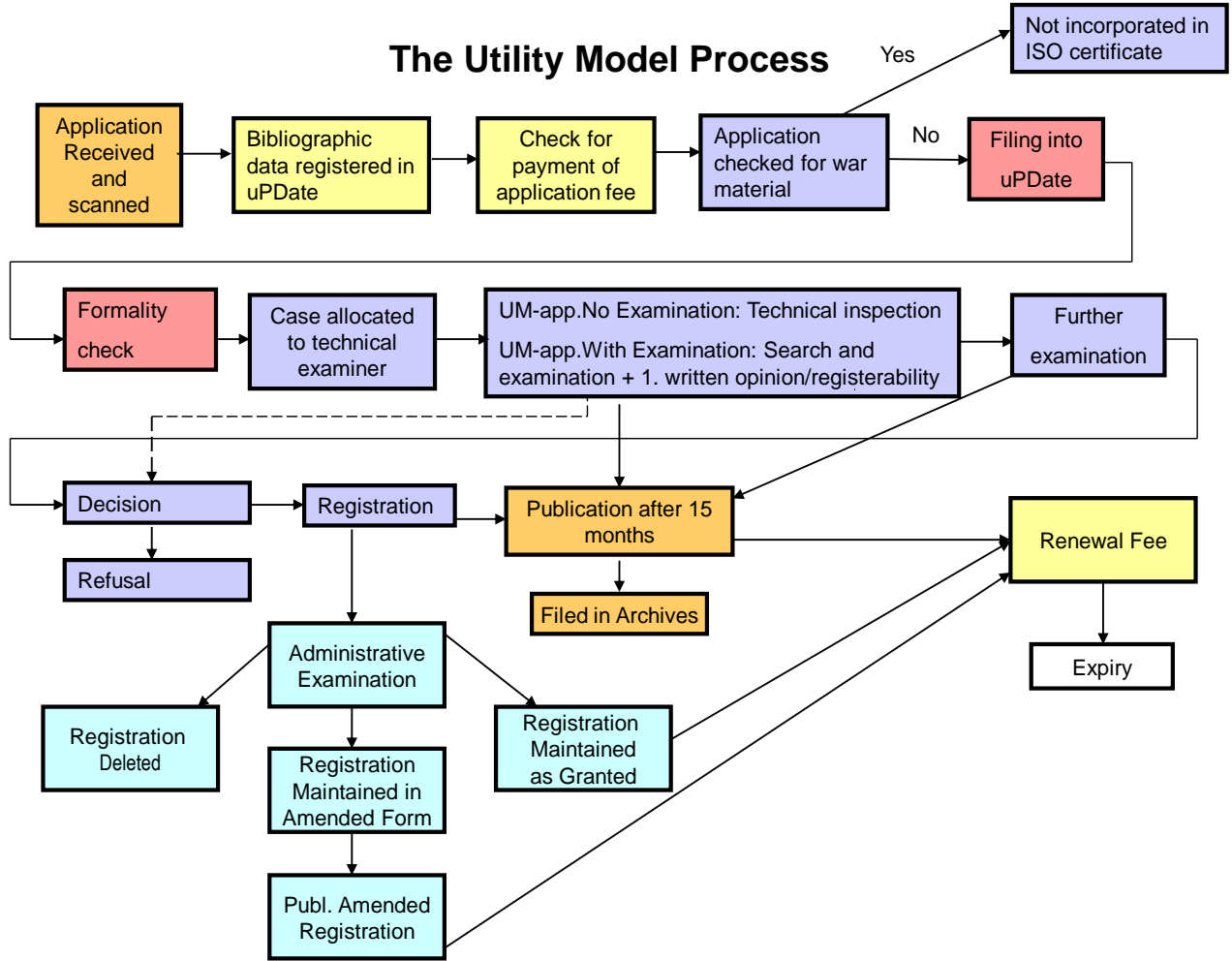
The process for the granting or registration of utility models covers the entire process from receiving the utility model application at the DKPTO to the expiry of the utility model and subsequent filing in the archives.

The following is a sequential run-down of the utility model process, also depicted in the diagrams "The Utility Model Process" and "Utility Model Process, Patent Division".

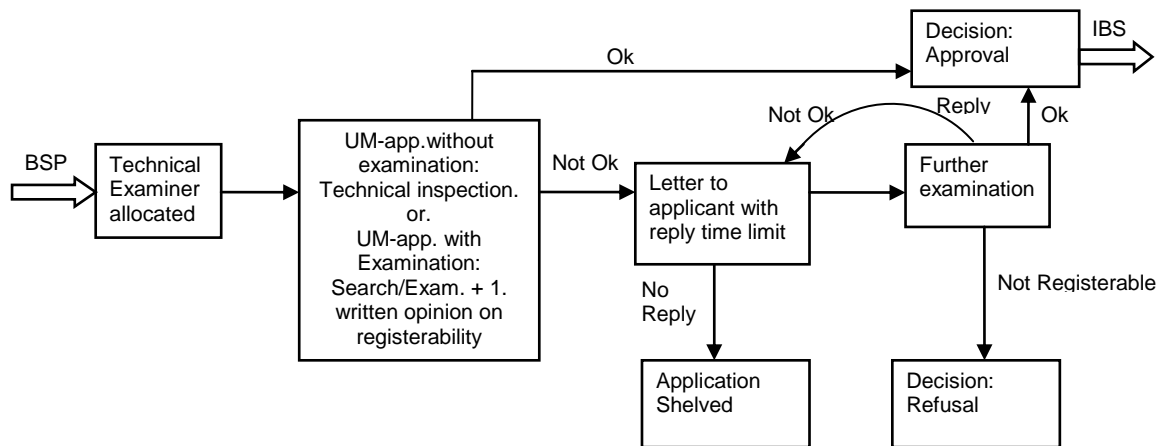
1. Utility model applications are filed personally or forwarded to (IBS) who is responsible for the scanning of documents. Hereafter the application is forwarded to the Finance division (F). The application is then registered in DKPTO's case administration system, uPDate, i.e. the application's bibliographic data is entered.
2. The subject matter of the application is screened to see if it concerns war materials, i.e. whether the application should be treated as secret. There are special procedures for secret applications which are not incorporated in the certificate, cf. section 1.3.1.
3. Before the DKPTO can process the utility model application, the filing fee must be paid. A reminder will be sent to the applicant if payment is outstanding.
4. When the filing fee has been paid, the case is sent to BSP for formality procedures, checking that all application formalities are complied with and that the necessary documents are present. If not, the applicant is contacted by letter, requesting that any deficiencies are attended to.
5. On completion of the formalities procedure, the case is allocated (transferred) to the Patents and Utility Model division (P).
6. The case is hereafter allocated to a technical examiner.

7. If the applicant has requested a utility model registration without examination, the examiner will perform a technical inspection and send a report and a first written opinion on the registerability of the utility model to the applicant.
8. If the applicant has requested a utility model registration with examination, the technical examiner will perform a search and examination and send a report and a first written opinion on the registerability of the utility model to the applicant.
9. After the applicant has been informed of the results (cf. points 7 and 8), the application enters the next stage of the process, which consists of written communication between the technical examiner and the applicant. However, it is possible that the conclusive decision on registerability can be reached upon first inspection/examination of the application.
10. When the DKPTO considers the application to be thoroughly searched and examined, a decision is made. A decision will either be a refusal or an approval for registration of the application. The applicant is informed in writing thereof.
11. After 15 months, the utility model application becomes open for public inspection, i.e. it is published electronically in the Utility Model Journal bearing document code U3 if it is a registered utility model without examination, document code U4 if it is a registered utility model with examination and document code W if it is a utility model application. The data is sent to the European Patent Office's database, EPODOC.
12. Throughout the entire period that the utility model is in force, third parties, or the owner of the utility model himself, can request an "Administrative examination" of the utility model registration. The administrative examination can result in a registration which is either 'maintained' (without amendment), 'maintained as amended' or 'deleted'.
13. A publication fee is charged for utility models which are maintained as amended, i.e. "Publication utility model registration maintained as amended".
14. Renewal fees for utility models are charged after the 3<sup>rd</sup> and 6<sup>th</sup> year following the filing date of the application.
15. All applications and utility model applications are filed in the DKPTO archives.

### The Utility Model Process



### The Utility Model Process, Patent Division

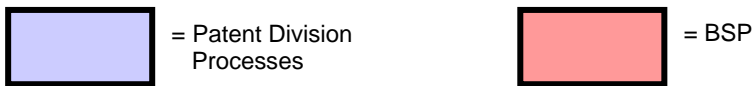
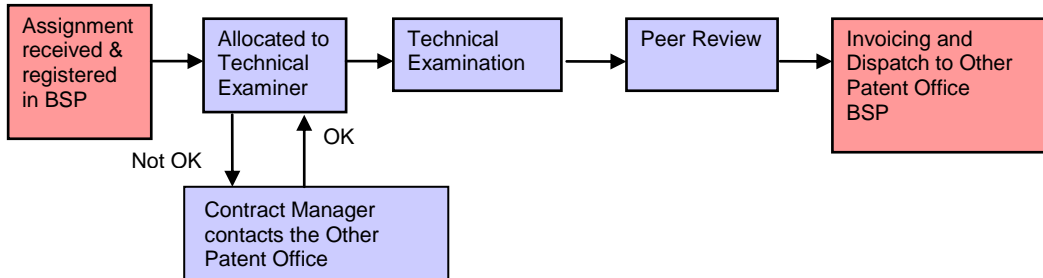


#### 1.7.3 Contract Partnership Work for Other Patent Offices, Patents

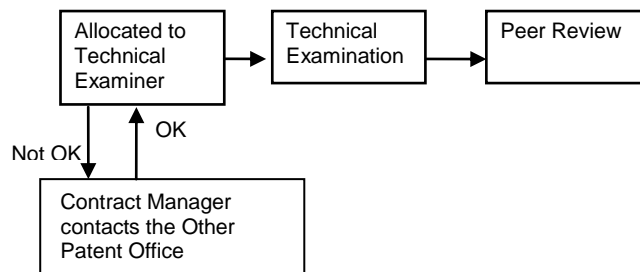
The following is a sequential run-down of the process for contract partnership work for other patent offices, also depicted in the diagrams "Process for Contract Partnership Work for Other Patent Offices" and "Process for Contract Partnership Work for Other Patent Offices, Patents".

1. The assignment is sent to (BSP) where it is registered in DKPTO's case administration system, uPDate, i.e. the assignment is filed with a unique identification and delivery deadline.
2. A log file related to the other Patent Office is updated with information on time limits, assignment no. etc.
3. Assignments are handled electronically and allocated via uPDate.
4. The allocated examiner checks that all documents are present. The examiner informs the contract manager of any missing documents or other deficiencies, who in turn contacts the other Patent Office regarding these.
5. If the assignment contains all the necessary documents, the technical examiner carries out the task within the given deadline and writes a report. On completion, the task is reviewed and approved by another technical examiner.
6. The assignment is returned to (BSP). The assignments, with invoice, are then returned to the partnership patent office.
7. The log file is checked and updated with the name of the technical examiner who has performed the task.
8. The assignments are filed at the DKPTO, unless the DKPTO is contractually obligated to destroy the assignment after a given period.

### Process for Contract Partnership Work for Other Patent Offices



### Process for Contract Partnership Work for Other Patent Offices, Patents





### **1.7.4 Registration of Danish Trademarks**

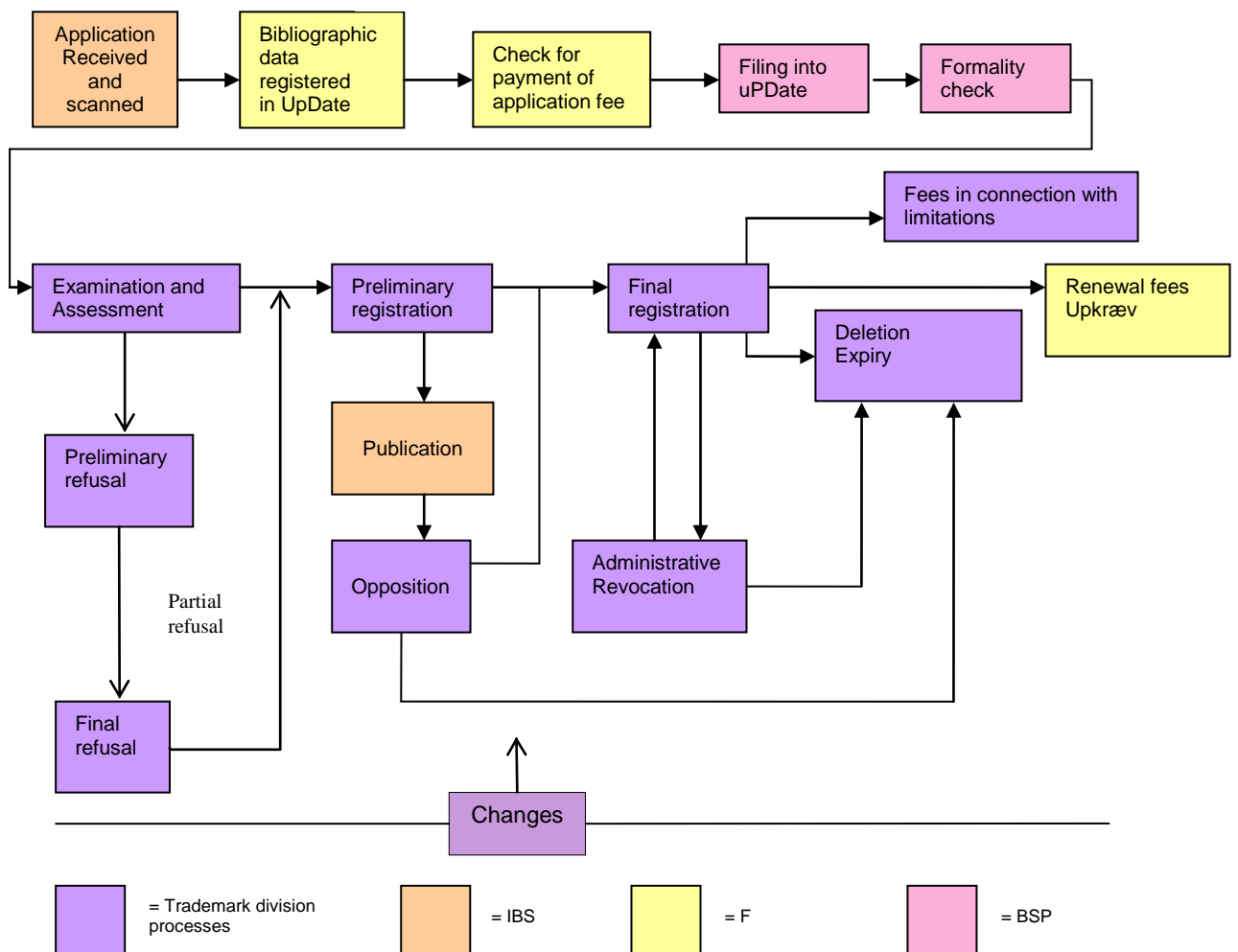
The process for the registration of trademarks covers the entire process from receipt of the trademark application at the DKPTO until the expiry of the registered trademark.

The following is a sequential run-down of the trademark process, which can also be viewed in the diagrams "The Trademark Process" and "Processes in the Trademark Division".

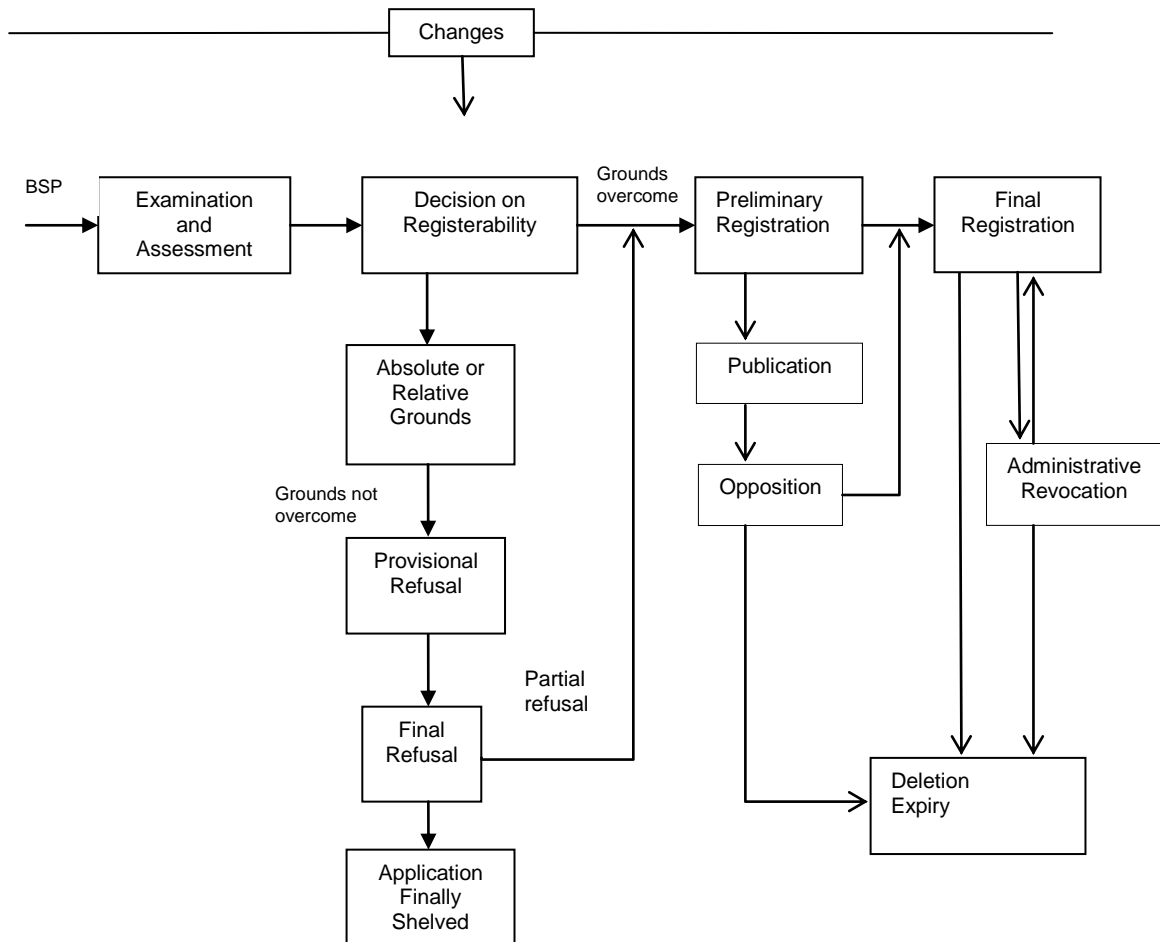
1. Trademark applications are filed in person or sent to (IBS) who is responsible for the scanning of documents.
2. Hereafter the application is forwarded to the Finance division (F). The application is then registered in DKPTO's case administration system, uPDate, i.e. the application's bibliographic data is entered. A letter confirming receipt of the application and an application fee payment slip is sent to the applicant. Also, if the list of goods and services is missing, a letter is sent to the applicant informing him thereof.
3. In (BSP) the documents are filed and attached to the established case file in uPDate. Hereafter (BSP) handles the formalities process, checking they have been complied with and that the necessary information is present. If not, the applicant is contacted by letter and requested to ensure that any deficiencies are attended to.
4. On completion of the formalities process and payment of the application fee, the case is forwarded to a legal adviser for examination and assessment.
5. Should payment of the application fee remain outstanding, (BSP) will send a reminder to the applicant.
6. When the trademark application fee has been paid, the case is forwarded to (TD) where a legal adviser examines the trademark to determine whether or not the trademark can be registered and informs the applicant of the result.
7. Once the applicant has been informed of the result, written and/or verbal communication with the applicant may ensue. However, it is possible that the trademark can be registered at this stage without further communication with the applicant.
8. When the case is ready to be judged, a decision is made; the trademark is either not approved (refusal) or approved for registration. After a refusal the case is finally shelved once the deadline for appeal has expired. Upon registration, the trademark is publicized. There is an opposition period of two months from the publication date, during which time the trademark is preliminarily registered. If opposition is filed, the trademark will continue to be preliminarily registered until a decision has been reached and the deadline for appeal has expired.

9. If no opposition is filed against the validity of the trademark, the trademark will be fully registered.
10. The trademark application/registration can, at every stage, be subject to changes, e.g. a change to the name of the applicant.
11. The trademark registration can at any given time be subject to an administrative revocation.
12. A renewal fee is charged every tenth year while the trademark remains in force.
13. All applications and material are filed electronically where possible.

### The Trademark Process



## Trademark Division processes for Danish Trademarks



### 1.7.5 Registration of Madrid Protocol Designations

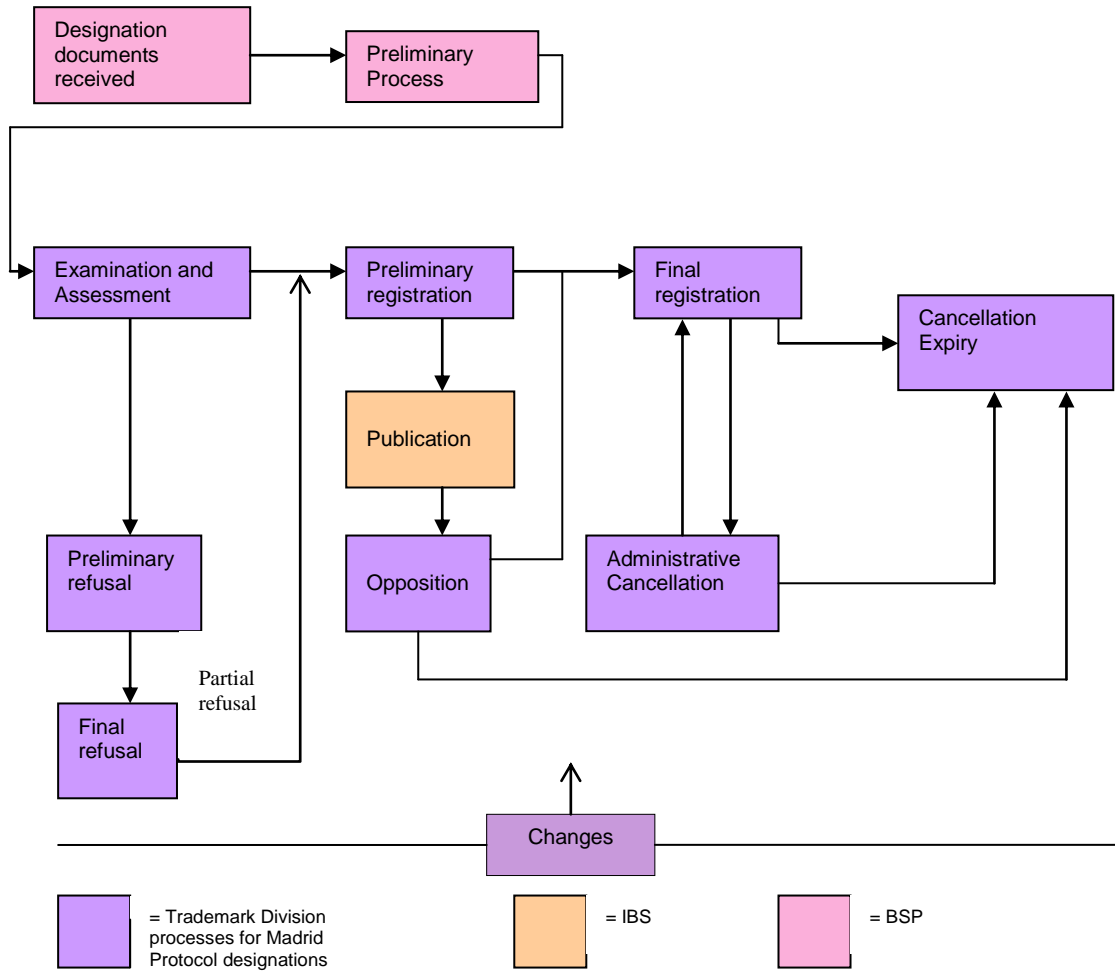
The following is a sequential run-down of the Madrid Protocol designation process, which can also be viewed in the diagrams "Process for Madrid Protocol Designations" and "Processes in the Trademark Division for Madrid Protocol Designations".

1. All new MP-notifications are automatically registered in DKPTO's case administration system, uPDate, when we receive the data from WIPO via download.
2. (BSP) handles the preliminary process during which a search report is prepared.
3. After the preliminary process, a legal adviser in the Trademark Division handles the examination and assessment of the case. Formalities, classification of goods and services and collection of fees are handled by WIPO; the legal adviser is

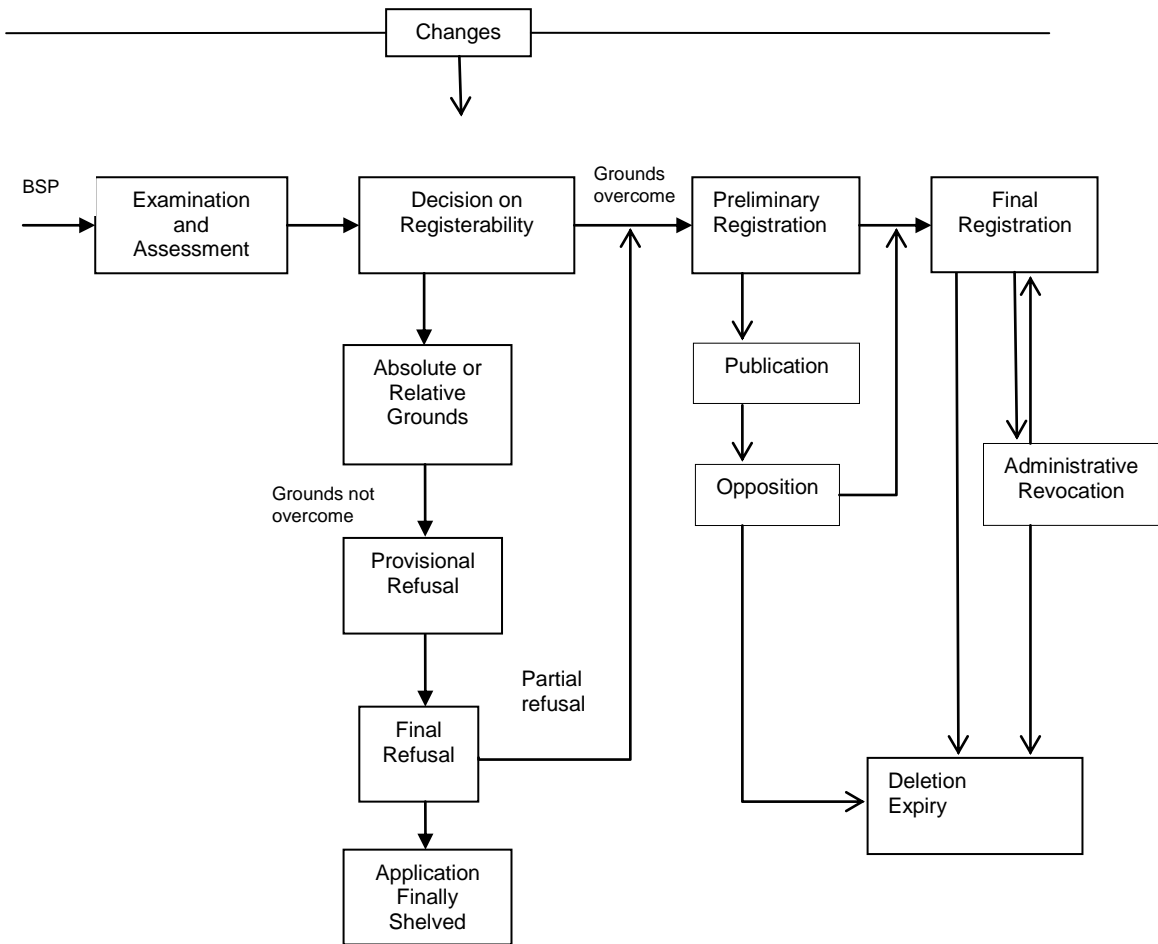
therefore not involved in these processes. The legal adviser then assesses the registerability of the trademark.

4. If the designation can be registered on first analysis, i.e. if no absolute grounds have been found and no search report created (no relative grounds discovered), a letter is sent to the applicant informing him that the designation will be published. In the event that a search report could be created and no absolute grounds revealed, the search report will be sent to the applicant, with a time limit in which to request an assessment of the search report. If the applicant does not reply within the deadline, a letter is sent informing him that the designation will be published. In the event that only absolute grounds have been found, a letter of preliminary refusal is sent to WIPO, who inform the applicant of the refusal. If the search yielded a search report and absolute grounds, DKPTO communicates with both the applicant and WIPO.
5. Once the applicant and/or WIPO have been informed of the result, written or verbal communication with the applicant may ensue in English or Danish.
6. When the case is ready to be judged, a decision is made; the trademark is either refused or approved for registration. After a refusal the case is finally shelved once the deadline for appeal has expired. Upon registration the trademark is publicized. There is an opposition period of two months from the publication date, during which time the trademark is preliminarily registered. If opposition is filed, the trademark will continue to be preliminarily registered until a decision has been reached and the deadline for appeal has expired.
7. If no opposition is filed against the validity of the trademark, the trademark will be fully registered.
8. The designation can at any stage be subject to a change; e.g. in the name of the applicant.
9. The international designation can at any given time be subject to an administrative revocation.
10. All applications and material are filed electronically where possible.

## The Madrid Protocol Designation Process



## Processes in the Trademark Division for Madrid Protocol Designations



### **1.7.6 Registration of Designs**

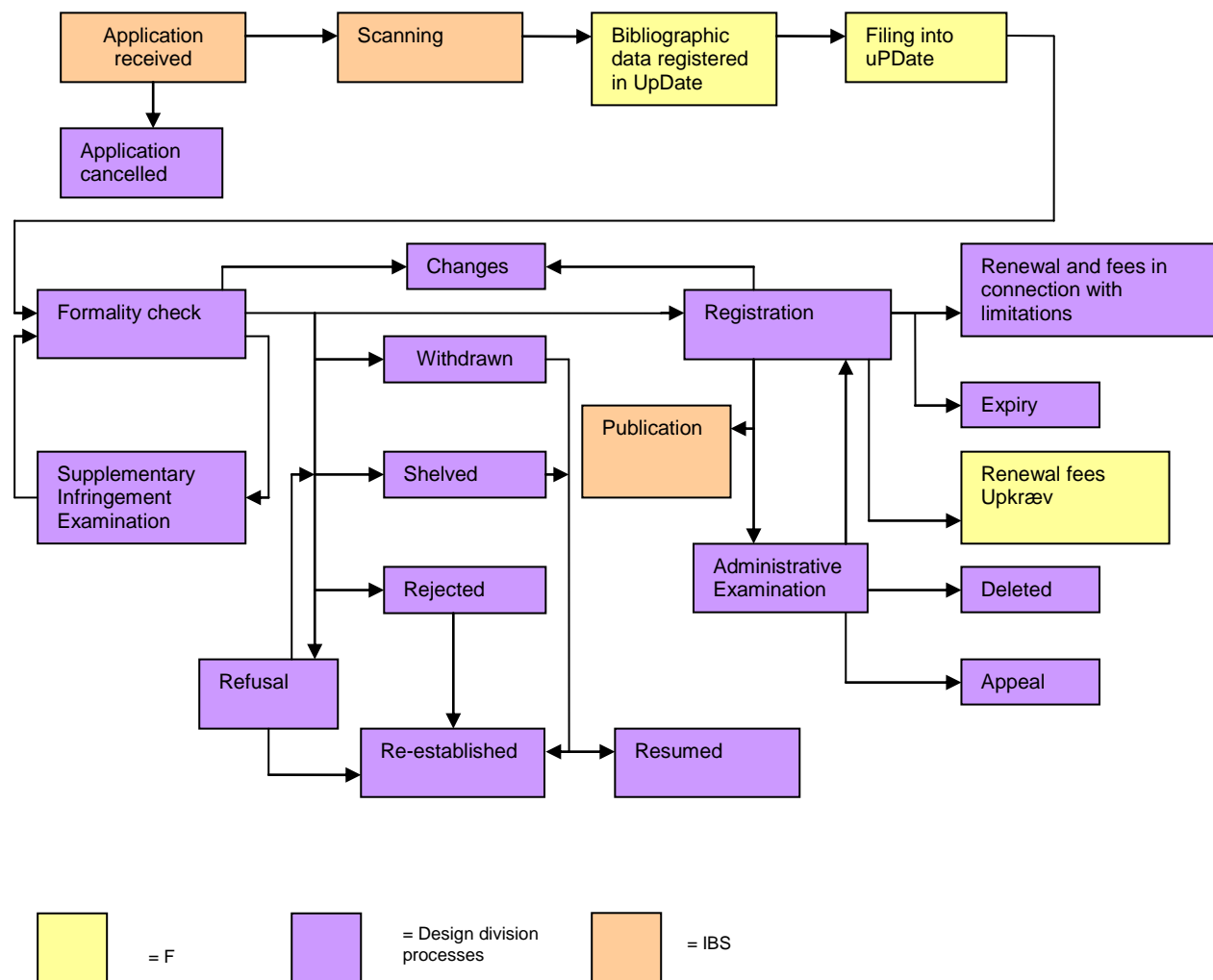
The process for the registration of designs covers the entire process from receipt of the design application at the DKPTO until the registered design expires.

The following is a sequential run-down of the design process, which can also be viewed in the diagram "The Design Process".

1. Design applications are filed in person or sent to DKPTO. The documents are scanned and the application is then registered in DKPTO's case administration system, uPDate, i.e. the application's bibliographic data is entered. A letter confirming receipt of the application is sent to the applicant. A payment slip is enclosed if the filing fee has not already been paid.
2. The application documents are filed and attached to the established case file in uPDate.
3. The application is forwarded to the Trademark and Design division where the staff checks that formalities have been complied with and noting any request for deferment of publication. The applicant is then informed of any deficiencies and asked to bring these in order.
4. If the application fee is outstanding, DKPTO will inform the applicant that there will be no further processing of the case until payment is received.
5. When the application fee has been paid, the legal adviser examines the design. If no grounds have been found, the design is registered and DKPTO sends a registration certificate to the applicant. At the request of the applicant, a supplementary infringement examination may be performed, whereupon the applicant is notified of the result if relative grounds have been found. The supplementary infringement examination will not hinder the registration of the design.
6. Once the applicant has been informed of the result of the design examination, written and/or verbal communication with the applicant may ensue.
7. On completion of such communication, the applicant will be informed by the legal adviser of his decision on whether or not the design can be registered. If the decision is a refusal, the applicant can appeal against it. If the legal adviser approves registration, the design will be registered and a certificate of registration is sent to the applicant.
8. An applicant who has failed to keep within a required time limit during the application process can request that the application be resumed or re-established subject to payment of a fee.
9. Once registered, it is possible to request an administrative examination of the design at any given time.

10. Changes to entries in the register can be submitted at any given time.
11. The design registration can be renewed up to 4 times, i.e. to a maximum of 25 years. As a service, DKPTO sends a renewal reminder prior to the deadline.
12. Should the owner of the design forget to renew the design, a request for re-establishment can be submitted subject to payment of a fee.
13. All applications and materials are filed electronically, where possible.

### The Design Process





### **1.7.7 Commercial Services**

Commercial Services can either be one-off assignments or ongoing assignments.

If the service assignment is a one-off assignment, an order is received at DKPTO. The assignment is carried out and an invoice is sent to the client. A follow up report on the assignment is subsequently compiled. One-off assignments are handled by the Patent division (P), Trademark and Designs division (TD) or Business Support Production section (BSP).

An ongoing assignment is a periodic watch; terminated upon request of the client.

A service assignment has an assignment manager and an assignment performer respectively. The assignment manager is the person who sets up and finalizes the service assignment the "case file". The assignment performer works on the substance of the assignment. Thus the assignment performer works only on the "Search profile" that has been set up in the "case file" in DKPTO's case administration system, uPDate.

The following is a run-down of the process for one-off and ongoing assignments respectively. See also the diagrams "One-off Assignments" and "Ongoing Assignments".

#### **One-off Assignments in Patent division (P) and Customer division (C)**

The Patent division performs the following types of assignments, e.g.: Novelty Search, Validity Search, Clearance Search, Freedom to operate, State of the art Search.

1. The order for a service assignment can be received by (C) or (P) division, via telephone, postal services, e-mail or fax.
2. (C) will set up a case file in uPDate. The Quotation Team (QT) in the (P) division will work out an offer, which (C) forwards to the client.
3. If the client accepts the offer, (C) will set up a search profile in the case file. The delivery deadline is set up and the search profile is forwarded to the (QT). (QT) will allocate a technical examiner (the assignment performer) who will conduct the search. If a specific assignment performer has already been allocated, the information is recorded in the case file. The assignment manager sends a confirmation of order to the client.  
If the client does not accept, (C) will cancel the offer and terminate the service assignment.
4. If the service assignment is from the Nordic Patent Institute (NPI), (P) division will work out an offer and carry out the assignment upon acceptance of the offer.
5. The service assignment is located in the inbox "Service Assignments - One-off assignments" throughout the entire process. When all searches have been

completed, the assignment changes status to "assignment" completion", see point 8.

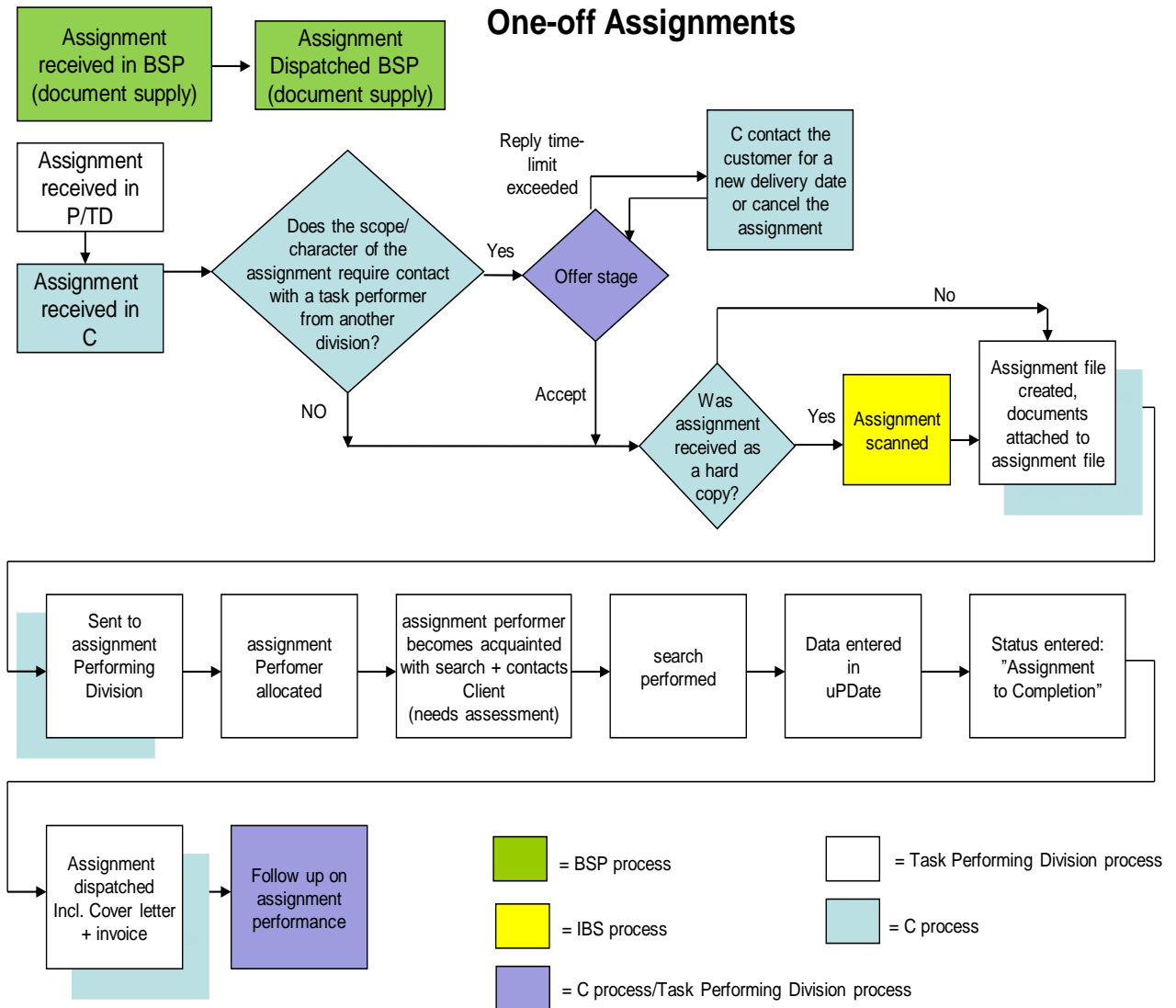
6. The assignment performer studies the assignment, contacts the client and performs the assignment.
7. When the search has been performed, the assignment performer compiles a report in uPDate, attaches all documents to the search profile and completes the search.
8. The assignment performer sends the report with attachments to the client. The assignment manager in (C) writes an invoice.
9. The assignment manager finalizes the service assignment. A deadline may be set for a follow up.

### **One-off Assignments in Trademark and Design division (TD) and Customer division (C)**

The (TD) division performs the following types of assignments, e.g.: Design search, Logo Availability search, Trademark searches and DesDoc registrations, Overview of a holder's Trademark or Design, and Trademark scanning.

1. The order for a service assignment is received in (C) or (TD) division. The order can be placed by telephone, via postal services, e-mail or fax. Orders for a DesDoc registration will always be per e-mail and are paid for immediately online.
2. (C) will set up a case file in uPDate. (TD) will work out an offer, which (C) forwards to the client.
3. If the client accepts the offer, (C) will set up a search profile in the case file, where the section is (TD) division and the assignment performer is – (dummy) or initials, if a specific assignment performer has already been allocated. The delivery deadline is set up.  
The assignment manager sends a confirmation of order to the client.
4. The service assignment is located in the inbox "Service Assignments - One-off assignments" throughout the entire process. When all searches have been completed, the assignment changes status to "assignment completion", see point 8.
5. All searches are now located in the inbox "Service Assignments – Trademarks". The assignment performer types his initials on the search profile.
6. The assignment performer studies the assignment, contacts the client if necessary and performs the search.
7. When the search has been performed, the assignment performer compiles a report in uPDate, attaches all documents to the search profile and completes the search.

8. The assignment manager in (C) receives the report with attachments from the assignment performer, writes a cover letter and invoice, and ensures dispatch to the client either by post or electronically. DesDoc registration confirmations are sent directly to the client from (TD) division.
9. The assignment manager finalizes the service assignment. A deadline may be set for a follow up.



### **Ongoing assignments in Patent Division (P) & Trademark & Design Division (TD) and Customer division (C)**

The order for a service assignment is received either in (C), (P), or (TD) division. The order can be placed by telephone, post, e-mail or fax.

There are 3 types of ongoing assignments (watches):

**Periodic:** assignments that are performed at fixed, pre-arranged intervals, e.g. technical watches (IPsurvey), watches on foreign patent numbers and international trademark watches.

**MarkWatch:** watch on Danish trademark application or trademark registration, or in relation to new trademark applications.

**Watch – automatic:** watch on Danish patent or utility model application, design or trademark application.

Periodic: Technical watches: (C) set up the case file in uPDate and forwards an offer to the client. If the client accepts the offer, (C) set up a search profile in the case file with run dates in accordance with client-agreed intervals, and sends a confirmation of order and invoice to the client. An examiner in (P) division prepares the search profile and orders a database from the (IT) division. The examiner conducts the periodic watches on the set dates and sends a report on database usage to (C). The assignment manager sends an invoice to the client once a year

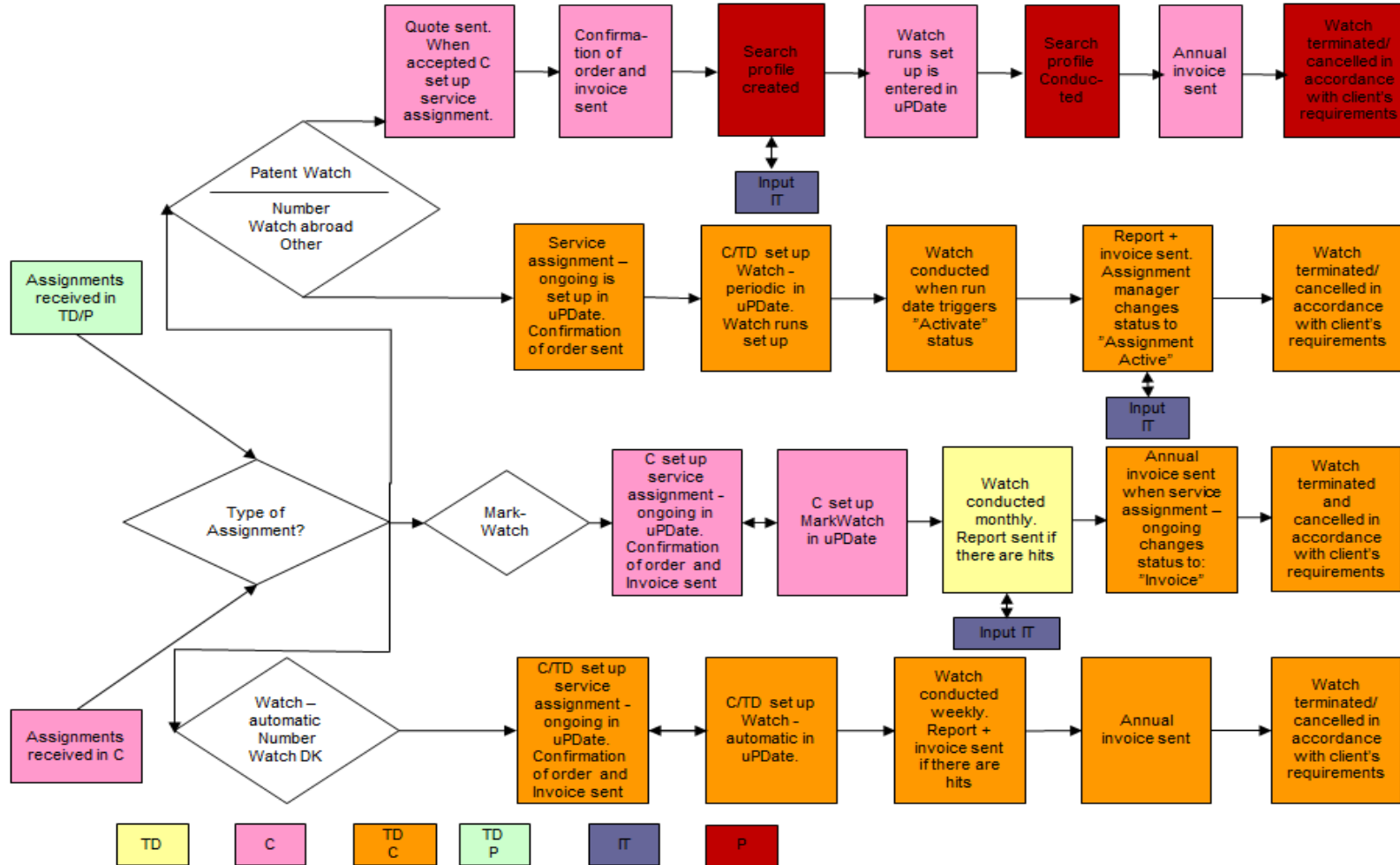
Number watches are set up by (C) or (TD) division and the watch is conducted when the run date triggers the "Activate" status. When the watch has been conducted, a report and invoice are written and the documents are attached to the assignment.

MarkWatch: (C) set up the service assignment - ongoing, set up a MarkWatch, and sends a confirmation of order and invoice to the client. The assignment manager in (C) checks the inbox "Service Assignments – ongoing assignments" to see if there are any new watches. The MarkWatch is conducted by (IT) once a month and letters are printed automatically by (IT). The annual invoice is sent to the client each time the assignment status changes to "Invoice".

Watch - automatic: The information specialist sets up the service assignment – ongoing, followed by watch – automatic, and sends a confirmation of order + invoice. The assignment performer conducts the watch on a weekly basis and may send a report. The assignment manager sends an invoice once a year.

The watch is terminated/cancelled at the request of the client.

### On Going Assignments



### 1.7.8 Overview Quality Goals 2018

#### Quality Goals for Trademarks 2018

<b>1. Speed goals for trademark processes</b>
a. maintain an average time limit of 2 months for the initial examination of Danish trademarks
b. maintain an average time limit of 2 months for the initial examination of Madrid Protocol designations
c. 95% of Danish trademark applications undergo initial examination within 3 months
<b>2. Speed goals for oppositions/administrative revocations</b>
a. maintain an average time limit of 2 months following the final letter in opposition proceedings
b. 95% of cases are processed within 4 months following the final letter in opposition proceedings
<b>3. Quality goals for trademark processes</b>
Applications:
a. max. 4% of cases to be judged 'unsatisfactory'
Oppositions and administrative revocations:
b. max. 4% of cases to be judged 'unsatisfactory'
<b>4. Client goals for trademark processes</b>
a. carry out qualitative client satisfaction studies every second year from a selection of DKPTO's clients

#### Quality Goals for Designs 2018

<b>1. Speed goals for design processes</b>
a. conduct initial examination of design applications within 0.5 month
b. 95% of Danish design applications are processed within 1 month
<b>2. Speed goals for administrative examinations</b>
a. conduct all hearing's correspondence within 2 weeks
b. 90% of cases are processed within 2,5 months following the final letter in opposition proceedings
<b>3. Quality goals for design processes</b>
Applications:
a. max. 4% of cases to be judged 'unsatisfactory'
Administrative examinations:
b. max. 4% of cases to be judged 'unsatisfactory'
<b>4. Client goals for design processes</b>
a. carry out qualitative client satisfaction studies every second year from a selection of DKPTO's clients

## Quality Goals for Patents and Utility Models 2018

<b>1. Speed goals DK processes</b>
Patents:
a. process and complete, at minimum, the same number of cases as are received
b. process and complete 75% of all cases filed in the previous 1 to 3½ years (1-year goal)
c. process and complete 80% of all cases filed in the previous 1 to 3½ years (3-year goal)
d. maintain an average time limit of 6.3 months for the initial search and examination of patent applications
e. 95% of patent applications undergo initial search and examination within 7 months
Utility Models:
f. first written reply for registration of utility model applications without examination dispatched within 2 months for 95% of cases
g. utility model registrations without examination finalized within 9 months for 95% of cases
h. initial search and examination report for examined utility model applications dispatched within 3 months for 95% of cases
i. examined utility model registrations finalized within 2 years for 80% of cases
<b>2. Quality goals DK processes</b>
a. max. 4% of cases to be judged 'unsatisfactory'
<b>3. Quality goals Subcontracting processes</b>
a. max. 4% of cases to be judged 'unsatisfactory'
<b>4. Client goals DK processes</b>
a. carry out benchmarking in connection with the PCT harmonisation file programme under PCHSA
b. carry out qualitative client satisfaction studies every second year from a selection of DKPTO's clients
<b>5. Client goals Subcontracting processes</b>
a. quality monitored at one meeting (minimum) per year with the Patent Offices with whom we have contracts
<b>6. Client goals for NPI</b>
a. Quality monitored regularly via meetings with NPI

## Quality Goals for Commercial Services 2018

<b>1. Speed</b>
a. ensure delivery of assignments within pre-arranged deadlines in 95% of cases
<b>2. Quality goals</b>
Trademarks and Designs:
a. max. 4% of cases to be judged 'unsatisfactory'
Business Support Production (document supply):
b. max. 4% of cases to be judged 'unsatisfactory'
Patents:
c. max. 4% of cases to be judged 'unsatisfactory'
<b>4. Quality goals</b>
a. carry out qualitative client satisfaction studies every second year from a selection of DKPTO's clients