



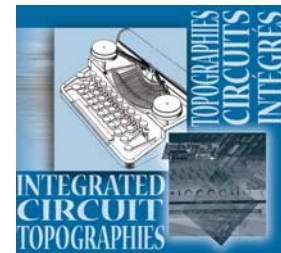
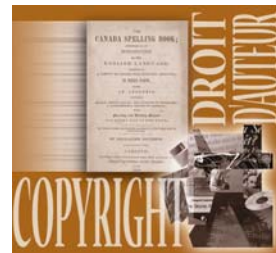
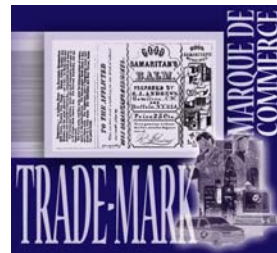
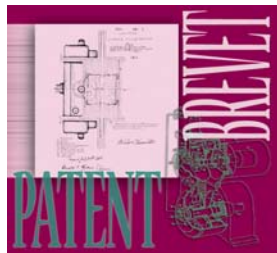
**Canadian
Intellectual Property
Office**

An Agency of
Industry Canada

**Office de la propriété
intellectuelle du
Canada**

Un organisme
d'industrie Canada

"CIPO's Experience as a New ISA/IPEA" A Commitment to Quality



IPIC 39th Spring Meeting

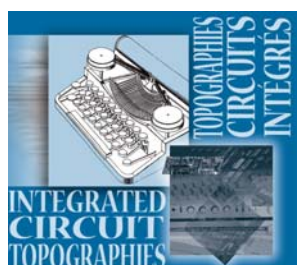
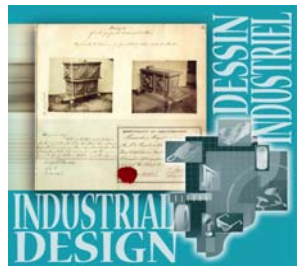
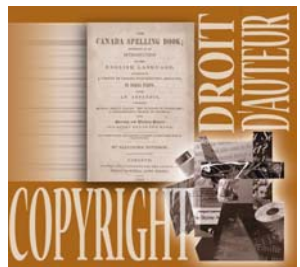
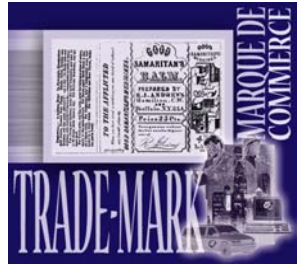
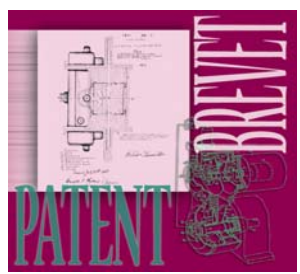
Ottawa, Canada

April 25, 2005

Nathalie C. Tremblay

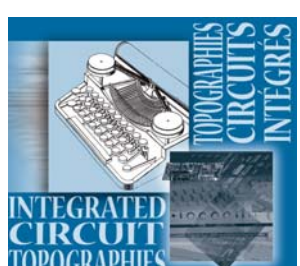
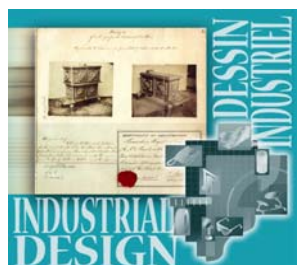
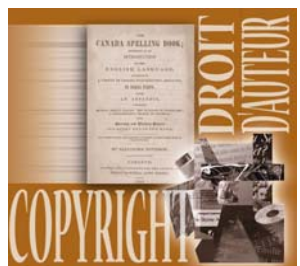
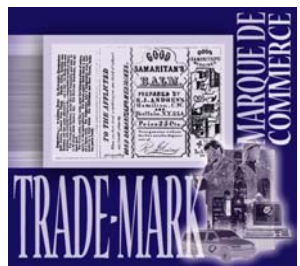
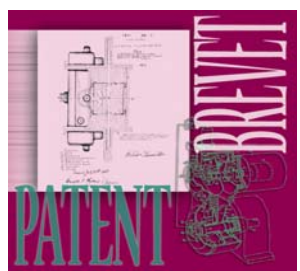
CIPO's Internal Structure

- 893 employees: 54% in patents, 32% examiners
- International PCT Operations: 13 employees
- 282 examiners distributed in 3 divisions
 - Electrical Division: 64 examiners
 - Mechanical Division: 94 examiners
 - Chemical Division: 124 examiners (36 examiners in biotechnology field)
- Expertise of our examiners

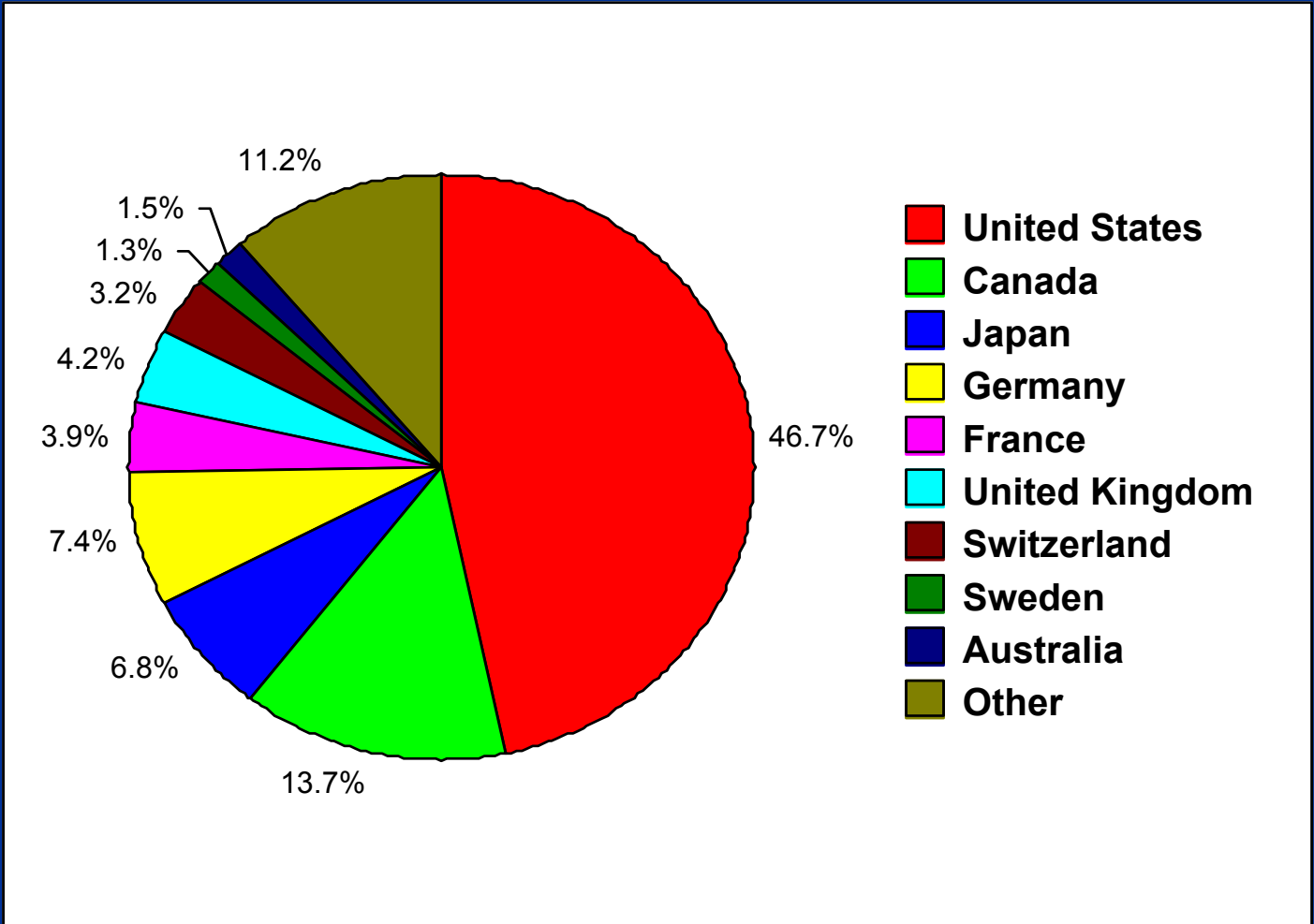
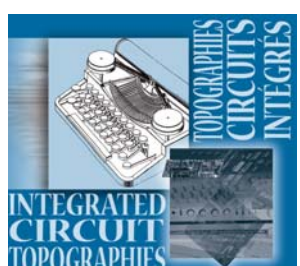
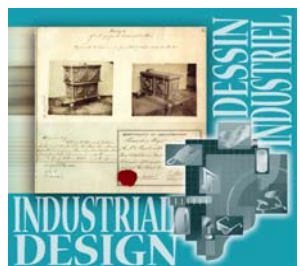
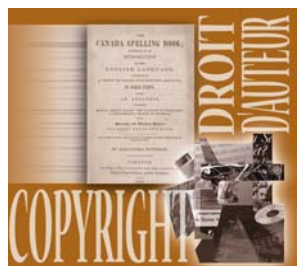
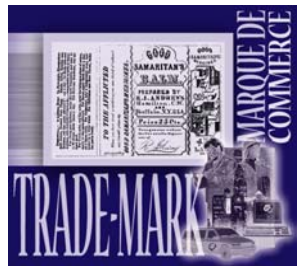
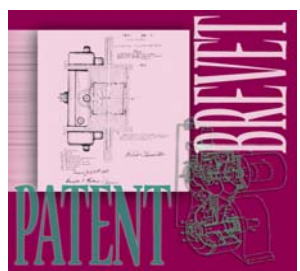


CIPO's statistics

- In 2004, almost 40,000 national applications filed
 - 29% non PCT: 66% from foreign countries
34% from Canada
 - 71% PCT: 96% from foreign countries
4% from Canada
- 1889 PCT applications filed in the CA/RO in 2004

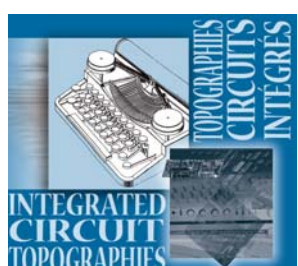
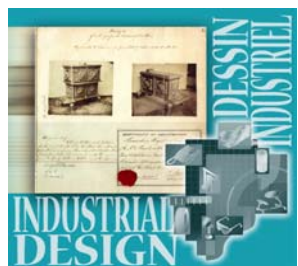
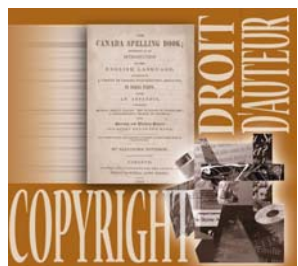
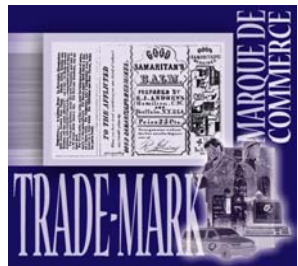
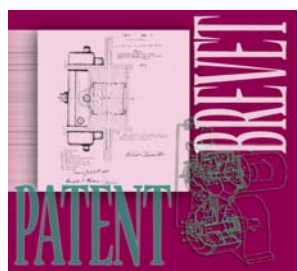


Who is applying for patents?



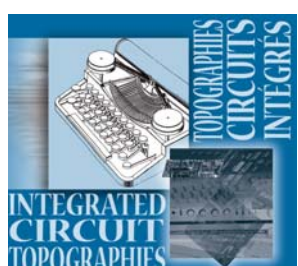
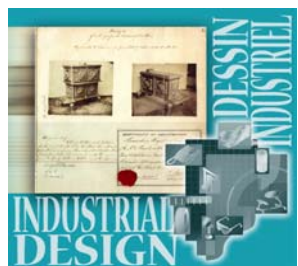
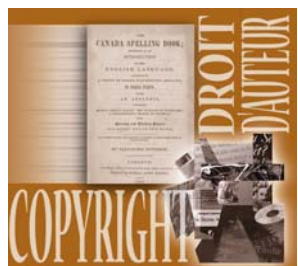
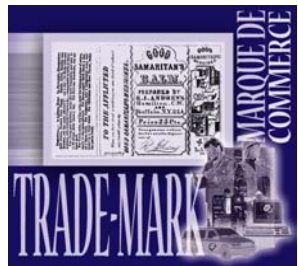
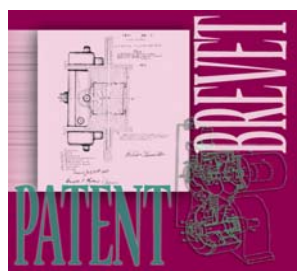
What we did before becoming an ISA/IPEA

- Established a solid foundation:
 - Embarked on aggressive hiring & training program
 - Built sufficient well-trained staff base
 - Ensured effective IT infrastructure in place
 - Established a Client Relationship Management function



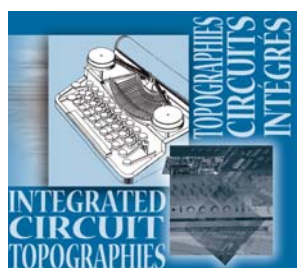
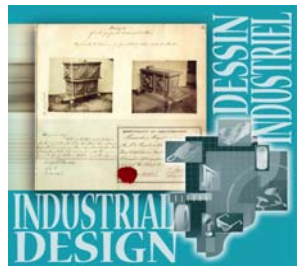
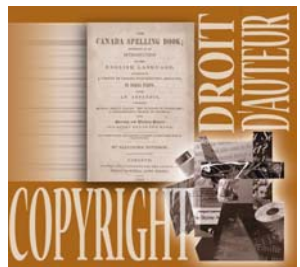
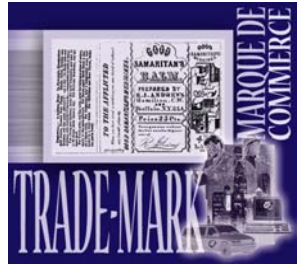
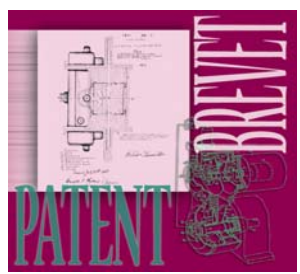
Experience so far as a new ISA/IPEA

- Distribution not uniform
- Thorough quality control
- Quality Focus Group
- Differences in approach



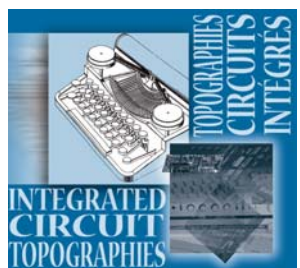
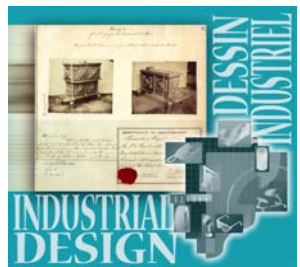
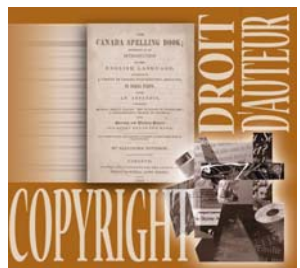
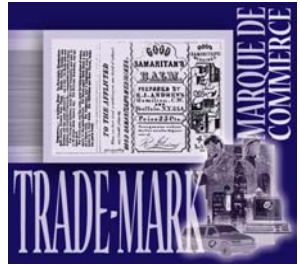
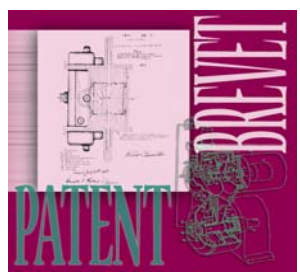
Delivering on Quality

- Focus on quality once foundation is in place
- CIPO's Patent Branch has three-year plan to implement a Quality Management System in all facets of its operations
- Initial focus is on ISA/IPEA Services
- Quality requires ongoing commitment (Chapter 21 of the ISA/IPEA Guidelines)



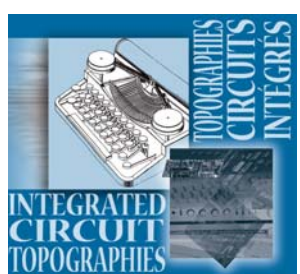
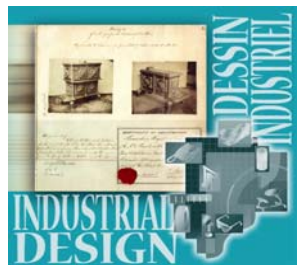
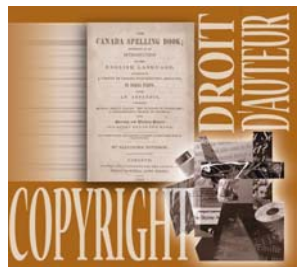
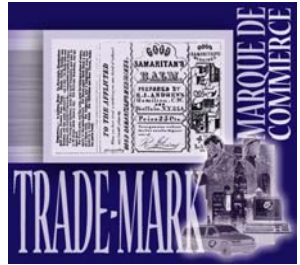
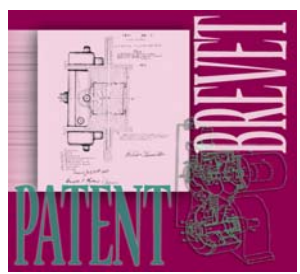
What we are doing about quality

- Our approach is consistent with ISO 9000
- Consistent methodology among other International Authorities
- Focus of International Authorities on quality and progress reporting promotes adoption of best practices



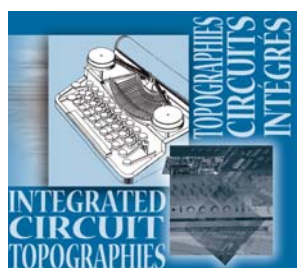
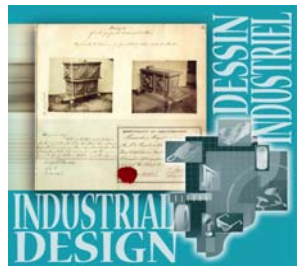
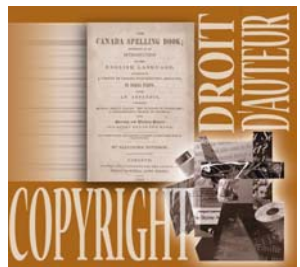
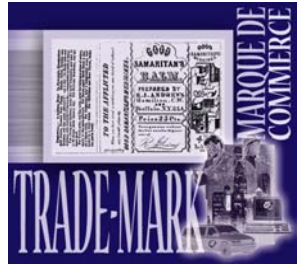
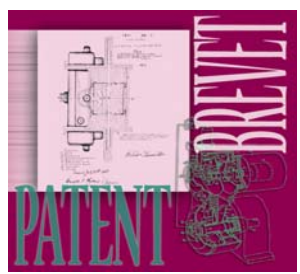
What we are doing about quality

- Classroom training – examination and operations
- Documented procedures and workflows
- Work instructions and checklists
- Peer Review System
- Quality Control Committees to solve problems and identify improvements



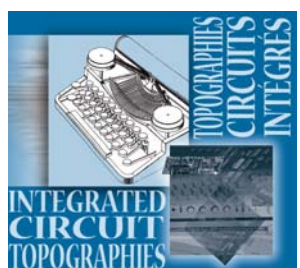
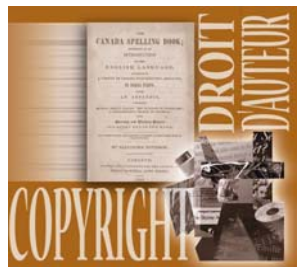
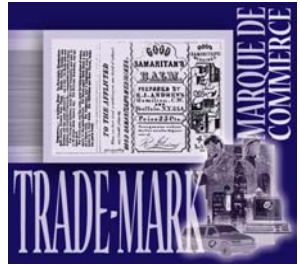
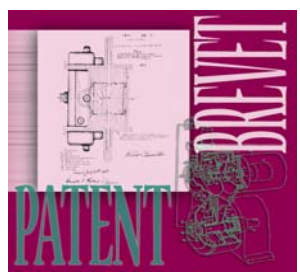
Measuring Quality

- Collect data, where appropriate (e.g. processing)
- Rely heavily on client feedback
- Client surveys help ensure ongoing diligence



Continuous Improvement

- Establish priorities for improving quality
- Need for continued consultation with stakeholders
- Consultation with like-minded IPOs will lead to enhanced IP understanding and best practices
- Meetings of International Authorities



Conclusion

- Continued Pursuit of Excellence
- Shared goal of high quality between IAs
- Opportunity to hear from practitioners

