



**GOAL 2.1  
IMPROVED USER EXPERIENCE,  
QUALITY AND EFFICIENCY**

**TIMELINE**

July 2021 to June 2025

**INVESTMENT**

EUR 1.5 million

**STAFF INVOLVED**

13.6 FTEs<sup>1</sup>

**MOST IMPACTED CAPITAL<sup>2</sup>**

Organisational

**MOST IMPACTED STAKEHOLDER**

Staff & Users

<sup>1</sup> Full-time equivalent

<sup>2</sup> As part of an integrated thinking approach, in 2016 the Office adopted the five capitals value creation model (human, organisational, relational, economic & environmental).

**E3U2: NEW GENERATION TOOLS**

This project is the continuation of the SP2020 Efficient Examination and Users' empowerment (E3U) project – Relative Grounds (RG) examination and Absolute Grounds (AG) examination. Its aim is to **improve the tools developed under the E3U programme** in these areas, complementing them with new technologies where feasible; in particular, the Goods and Services (G&S) Comparer (including its link with the Similarity Tool), the AG and RG Support Tool and the AG and RG Drafting Editor.

In line with the Office's mission of becoming an **'IP hub of excellence'** (SP2025), the project will address existing issues to improve operational effectiveness by providing examiners with more adequate tools, templates and resources to enhance **efficiency and consistency** in their daily work, leading to more **predictability** for users.

Additionally, more 'intelligent' tools will provide **higher quality services for users**, freeing up time normally dedicated to mechanical or routine tasks and allowing staff to develop additional competencies and to concentrate on more complex tasks that require human assessment and cannot be left solely to technology.

**EXPECTED BENEFITS**

- Increased usage of Office tools
- Increased user overall satisfaction
- Improved task allocation