

QUALITY CONTROL

IP PRODUCT AUDITS

DESCRIPTION

This relates to the examination of a particular IP product to evaluate whether it conforms to requirements (quality criteria, performance standards, customer requirements). It covers controls for which auditing principles and methodology is employed, in the Operations Department (OD) areas of *ex-ante*, Internal Quality Checks and Stakeholder Quality Assurance Panels.

METHODOLOGY

Audit techniques are used to evaluate the IP product as a whole, and all aspects of the product's provision and its characteristics.

IP product audits may be put in place by the organisation itself and can be performed by internal or external actors who enjoy the necessary independence.

The usual steps to be followed to perform a product audit are:

- select and train the audit team's members (e.g. coordinator / chair / auditors or checkers / audit support);
- o adapt IT tools, if necessary;
- o select the quality criteria for the specific IP product;
- o define the sampling;
- o plan the IP product audit programme;
- o communicate the IP product audit to the interested parties;
- assign IP products to be audited to the checkers/auditors;
- o participate in the IP product audit;
- o close audit and agree on the audit findings;
- o prepare consolidated report;
- \circ $\;$ record the IP product audit findings in the action log, as appropriate;
- o take actions to resolve any issues found;
- o follow-up on the actions taken;
- o report on the progress of the actions.

BENEFITS

- Helps the organisation address non-conformance and take corrective action that leads to continuous improvement.
- Allows the organisation to detect and report on the opportunities available to improve a specific product.
- Increases customer satisfaction.
- Increases compliance, coherence, consistency and predictability.

FREQUENCY

Varies – see fiches of specific audits for frequency

REFERENCE DOCUMENTS/LINKS

Decision No ADM-21-24 on establishing an Integral Quality Framework at the EUIPO