

OPERATIONS DEPARTMENT *EX ANTE*

	DESCRIPTION
<p style="text-align: center;">FREQUENCY</p> <p>Constantly ongoing as part of the operational processes of managing European Union Trade Marks and Registered Community Designs</p>	<p>The Operations Department (OD) <i>ex ante</i> quality controls are conducted before a finished OD product is delivered to the customer. Performing <i>ex ante</i> quality controls prevents unsatisfactory products reaching the customer, as errors can be detected and corrected before the product is delivered. The findings arising from these controls facilitate changes to improve products and processes.</p> <p><i>Ex ante</i> quality controls in OD:</p> <ul style="list-style-type: none"> ○ AG2Review (AG objections); ○ RCD Refusal; ○ Examine Classification; ○ Classification2Review (Classification objection).
<p style="text-align: center;">REFERENCE DOCUMENTS/LINKS</p> <ul style="list-style-type: none"> ○ Decision No ADM-21-24 on establishing an Integral Quality Framework at the EUIPO 	<p style="text-align: center;">METHODOLOGY</p> <p>OD <i>ex ante</i> checks are conducted by a designated expert group, by peers or a combination thereof. The checks are based on sampling whereby a randomly extracted file is distributed among peers and/or experts for revision.</p> <p>The quality controls are performed following predetermined quality criteria and the results are monitored and then used as a basis to identify any necessary training or improvements in IT systems as well as other follow-up actions.</p>
	<p style="text-align: center;">BENEFITS</p> <ul style="list-style-type: none"> ❖ Increases consistency and quality. ❖ Permits agile identification of areas for training/improvement. ❖ Knowledge sharing.