STAKEHOLDER QUALITY ASSURANCE PANELS
(SQAP)

FREQUENCY

SQAP audits take place on a quarterly basis

REFERENCE DOCUMENTS/LINKS

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

DESCRIPTION

SQAP is an initiative that involves panels of users (SQAP auditors), designated by user associations (UAs), who meet and carry out audits on a sample of EUIPO decisions. The decisions are checked against the EUIPO's quality criteria.

The main goal of the SQAP is to align the users' perception of the quality of the EUIPO's decisions and the EUIPO's internal quality measurements by involving the users in the quality management system and collecting and analysing their feedback, which ultimately improves the quality of the EUIPO's decisions, for example their consistency and user-friendliness.

METHODOLOGY

SQAP audits are carried out following the product audits methodology. An SQAP audit starts with the preparation of the random sample of decisions that are then allocated to the SQAP auditors for them to review. Each auditor individually checks the decisions assigned to them and files the findings.

During the audit, the auditor presents their findings to the panel. During the panel discussion, EUIPO experts are available to clarify any doubts on the EUIPO's practice. At the end, all findings are recorded in an audit report that is approved by the panel.

After the audit, the EUIPO experts analyse the findings in order to identify opportunities for improvement and follow-up actions. Auditors and user associations are regularly informed on the improvements implemented thanks to SQAP.

BENEFITS

❖ Improves the quality of the EUIPO's decisions.
❖ Increases understanding of the EUIPO's practice and the decision-taking process.
❖ Is a mutual learning exercise.
❖ Enhances user satisfaction.
❖ Ensures user involvement in the EUIPO's quality management system.
❖ Increases understanding of the user perspective on the quality of the EUIPO's decisions.