QUALITY CRITERIA

FREQUENCY

o Application: ongoing
o Revision: every year

REPORTING

Through the results of the different quality controls in the Knowledge Circle on Quality reports and/or Service Charter

REFERENCE DOCUMENTS/LINKS

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

DESCRIPTION

The quality criteria are based on the Guidelines on trade mark and design practice and are used as acceptance criteria for the quality controls, i.e. the *ex ante*, Internal Quality Check (IQC) and Stakeholder Quality Assurance Panel (SQAP) checks. They are used to measure the compliance of the specific product against the policy set out in the Guidelines. The quality criteria also take account of ISO standards. The quality criteria are the same for each product, although the methodology of the checks may differ.

METHODOLOGY

The quality criteria are revised during the fourth quarter of each year. This allows the new criteria to be implemented in the internal tool at the beginning of the next year (quarter one). The Quality Coordinator launches the revision of the quality criteria by contacting the relevant chairs of the IQC groups and asking them to revise the quality criteria. The relevant Knowledge Circles and later KC Quality will approve the revised lists and the Quality Coordinator will implement them in the UQCT. External stakeholders may be invited to comment on the revised quality criteria.

BENEFITS

❖ Harmonised quality criteria for all quality controls (coherence).
❖ Permits a comparison of the quality results of different controls for the same product (consistency).
❖ Increases stability and allows for easy application.
❖ Identifies the need for clarifications in the Guidelines.
❖ Flexibility: yearly revision allows for alignment with the new versions of the Guidelines.