

FRONT OFFICE AND BACK OFFICE TOOLS

<p>FREQUENCY</p> <p>NA</p> <p>REFERENCE DOCUMENTS/LINKS</p> <ul style="list-style-type: none"> ○ Front Office tools ○ Decision No ADM-21-24 on establishing an Integral Quality Framework at the EUIPO 	<p>DESCRIPTION</p> <p>The Front and Back Office Tools form the backbone of a fully-fledged e-Office and allow the efficient management of all trade mark and design processes in the EUIPO in terms of timeliness and quality.</p> <p>METHODOLOGY</p> <p>In the Front Office the modern e-filing tool guides the users through the application process, helping them avoid errors using mandatory fields (e.g. to choose the second language of the application) or dropdown lists containing predefined values (e.g. a country specific list of the legal forms for applicants that are a legal entity). The integration of the customer perspective in the quality of our products is achieved by requesting immediate user feedback after each interaction.</p> <p>In the Back Office examiners use the same tool across all proceedings and can take advantage of operational excellence gains through the lean and harmonised processes. The quality of the EUIPO's products is controlled by the <i>ex ante</i> and <i>ex post</i> quality checks which are embedded in the workflows.</p> <p>BENEFITS</p> <ul style="list-style-type: none"> ❖ Facilitate the migration to new technologies. ❖ Support new and emerging initiatives (such as boosting the cultural change in the core business). ❖ Increase operational excellence. ❖ Improve customer driven quality and the customer experience.
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