

TM5



EUIPO
EUROPEAN UNION
INTELLECTUAL PROPERTY OFFICE



UNITED STATES
PATENT AND TRADEMARK OFFICE
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**TM5 Catalogue of Quality
Services Involving Users**

In light of the recent increases in the number of trademark applications, conducting examinations promptly and appropriately is a priority for all the TM5 partners. The European Union Intellectual Property Office (EUIPO), the Japanese Patent Office (JPO), the China National Intellectual Property Administration (CNIPA), the Korean Intellectual Property Office (KIPO) and the United States Patent and Trademark Office (USPTO) — the TM5 partners — are actively conducting quality management activities in order to guarantee best quality and speedy examination processes for their users when applying for trade mark registration.

Sharing information on quality management initiatives between the TM5 partner offices has been an ongoing activity over the last few years. For this reason, the TM5 partners launched a new project regarding quality management co-led by the JPO and the EUIPO. The purpose of the project was to exchange information regarding quality management initiatives between the five partner offices and to identify quality initiatives by the partner offices with user involvement.

The first phase of the project consisted of a questionnaire on the different aspects of quality management implemented throughout the offices to ensure the best possible quality, services and products to users. This questionnaire was provided by the JPO and was answered by all the TM5 offices.

The second phase of the project was led by the EUIPO and consisted of the development of a catalogue of user-driven services. The catalogue includes highlights and examples of services, initiatives and projects in each TM5 office in which users are fully involved. It also highlights the efforts that the TM5 offices are currently undertaking to ensure that they provide users with high quality products and services.

The purpose of this catalogue is to provide a systematic overview to users of the services and initiatives being carried out by each office, and the impact they have on the quality of the products and services provided to them. This is also based on the feedback received from various channels, such as the inquiries, complaints and user satisfaction surveys.

The description of the initiatives in this catalogue includes a description of each service, its goals and objectives, relevant key figures and highlights the benefits, or advantages, for the users.



CNIPA

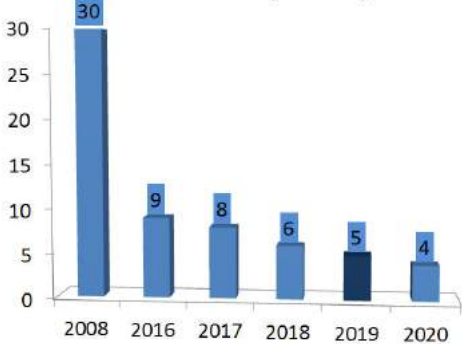


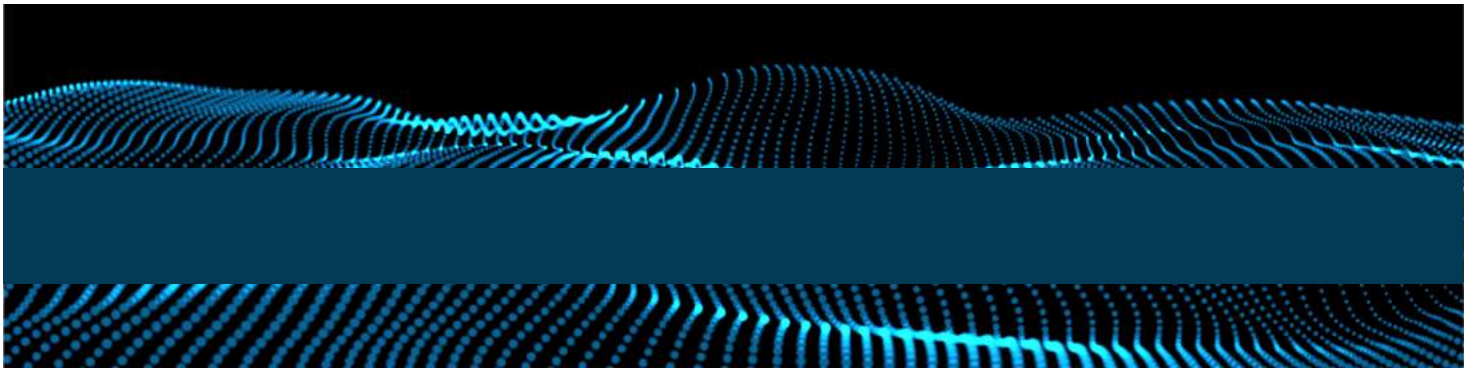
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Average Period of Trademark Examination (month)

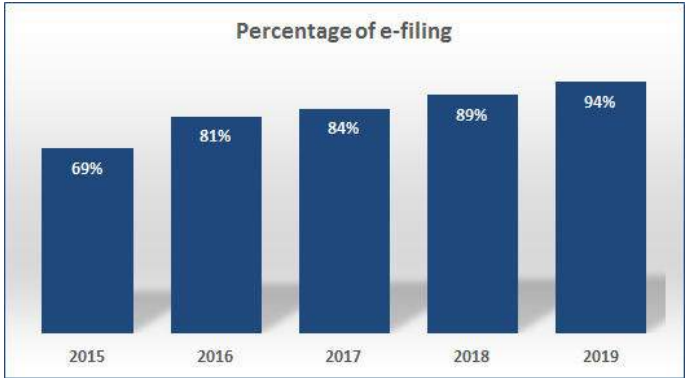




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- Focus on **Emerging technology**
- Regular revising **Guideline** for Patent Examination
- **Prioritization** examination



- Examiner in **Emerging** tech fields
- **Compound** talents
- **Joint training** program with enterprises and institutes

- Examination quality assurance system and examination guidance system
- Multiple examination modes
- Optimize examination resources
- With application of **AI, big data** in IT system



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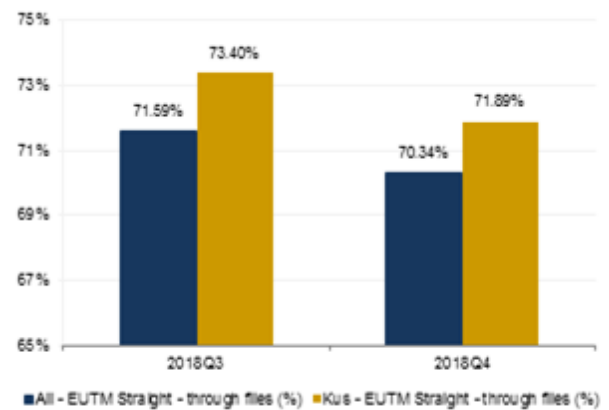
EUIPO



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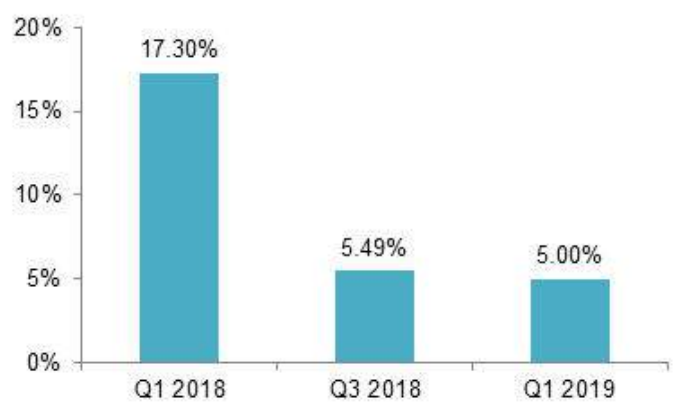
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**GAP: OPPO SQAP audit results vs.
Office feedback**



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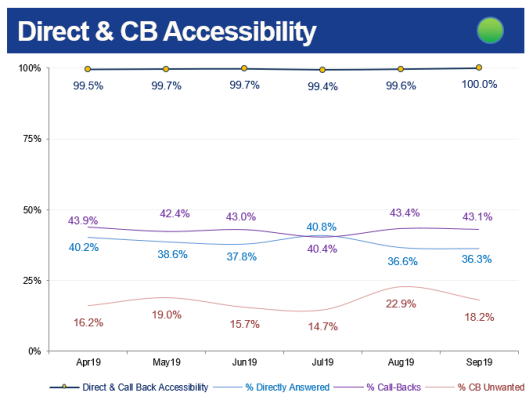
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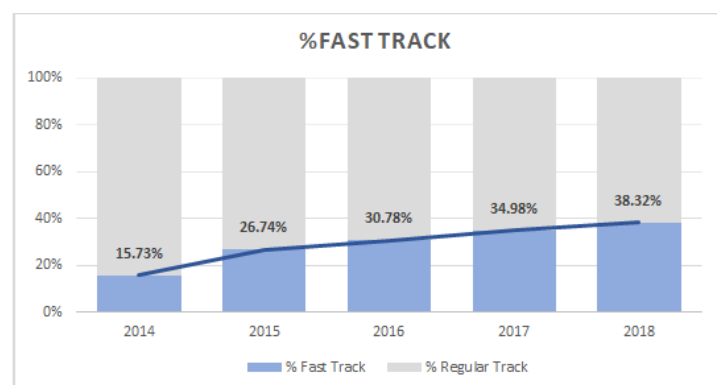
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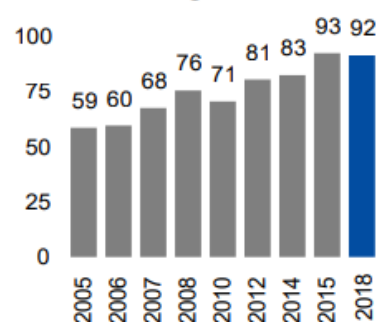


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Satisfaction Core Services EUTM

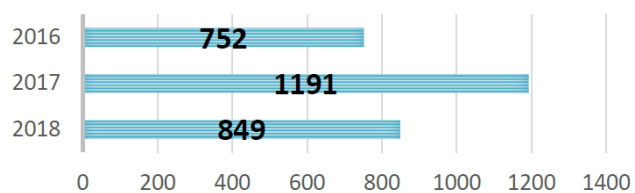




JPO



Number of items of information provided



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02



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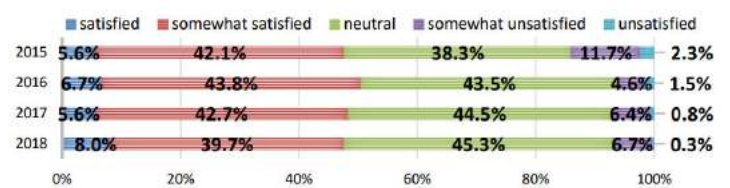
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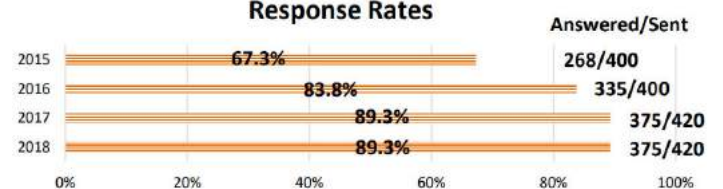
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Overall quality of trademark examination



Response Rates





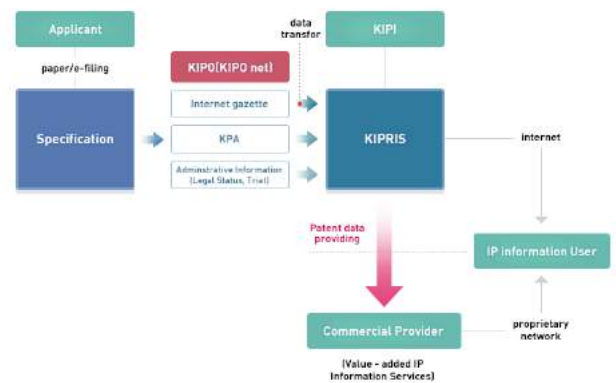
KIPO



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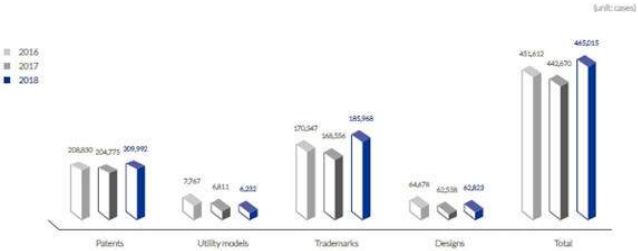
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IP application trend over three years





Average first office action pendency



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The image features a background of a modern glass-walled building, likely a USPTO office, with lush green trees in the foreground and a clear blue sky with light clouds. The design is divided into two main horizontal sections. The top section has a white background with a blue border and contains the text 'UNITED STATES PATENT AND TRADEMARK OFFICE' and the 'uspto' logo. The bottom section has a dark blue background with a white border and contains the text 'USPTO'.

UNITED STATES
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uspto

USPTO



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On average, TEAS Plus applications have a first action approval for publication rate that is more than double that of a regular TEAS online application. TEAS Plus applications mature to registration on average 3 months faster than regular TEAS applications.



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- 9 voting members,
- 3 non-voting members,
- 4 meetings held annually,
- 5 subcommittees.



01

Third-party reviews are compared with those performed by USPTO's Office of Trademark Quality Review and Training on the same files and have highly similar results.

02

03



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- Quality
 - o 95.5% compliance on first actions
 - o 97.0% compliance on final actions
 - o 50.0% “exceptional” office actions
- Workflow
 - o Internal guidelines for maximum times set for examining
 - o 20% of applications examined must resolve issues by telephone or email



01

- Received 112,839 calls
- Received 29,811 emails
- 85% of calls answered within 20 seconds of receipt

02

- 95% of first-contact emails answered within 1 business day

03

- 95% of non-first-contact emails answered within 3 business days



01

- 4038 total letters of protest were received and acted on by the Office

- with 3208 pre-publication

- 758 post-publication received in Fiscal Year 2019

02

03