



Quality Management System Policy

Background

IP Australia's purpose is to enable Australians to benefit from great ideas by providing a world-leading IP system. One of the ways we achieve this is through the administration and registration of Patents, Trade Marks, Designs and Plant Breeder's Rights.

Our Corporate Plan outlines our strategic objectives, including to increase customer experience excellence in the efficient delivery of IP rights services. Our customers must have confidence in our ability to meet their needs and have access to accurate information and data. Maintaining our Quality Management System (QMS) supports customer confidence through the production of high-quality IP rights and meets our obligations under the Patent Cooperation Treaty International Search and Preliminary Examination Guidelines.

To ensure the QMS is effective and meets the expectations of our stakeholders, we maintain certification against AS/NZS ISO 9001:2015 Quality Management Systems.

Purpose

The purpose of the QMS is to support the delivery of high-quality IP rights and meet our obligations under the Patent Cooperation Treaty.

Scope

- Administration and Examination of Patents, Plant Breeder's Rights, Trade Marks and Designs applications, including international Patent applications.
- Conduct of hearings and issue of decisions relating to Patents, Trade Marks and Designs.

Note: ISO 9001:2015 *Section 8.3 Design and development of products and services* is not relevant to the administration and delivery of IP rights and is therefore not within scope for this Quality Management System.

ISO 9001:2015/Amd 1:2024 *Climate Change Action* is not addressed directly within our QMS. IP Australia, in line with the Australian Government, is committed to acting on climate change in its operations and meeting its obligations within the Net Zero in Government Operations Strategy. The IP Australia Emissions Reduction Plan details our targets, measures, and plans in meeting the 2030 target. This approach supports our commitment to continuous improvement and ensures our services remain responsive, sustainable and aligned with government climate action objectives.

Objective

The objective of the QMS is to meet our annual timeliness, quality, and customer satisfaction commitments. The methodology and specific targets for this objective are outlined in the [Corporate Plan](#).

Commitment

We are committed to continuous improvement of our QMS and to ensure that it continues to satisfy applicable requirements. We achieve this commitment through:

- Annual Management Review, including consideration by the Audit Committee and Executive Board.
- Regular internal audits to ensure the management system conforms to IP Australia’s requirements, meets the requirements of ISO 9001; and is effectively implemented and maintained.
- Annual audits by IP Australia’s external ISO certifier.

Roles and responsibilities

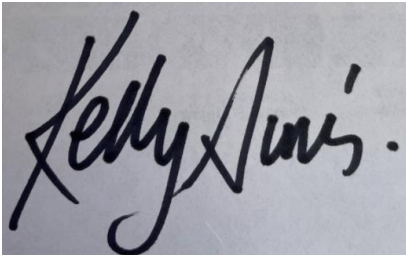
Top management, the Executive Board and the Management Committee, are accountable for the effectiveness of the QMS. They are supported by:

- Deputy Director General – policy owner
- Commissioner of Patents, Registrar of Trade Marks and Designs and Registrar of Plant Breeder’s Rights – product owners
- General Manager Customer Experience Group – customer focus lead
- General Manager Governance Group – governance lead
- Quality Management Working Group – operational leads.

More detailed roles and responsibilities for the QMS are outlined in the IP Australia Quality Management System Framework.

This policy is reviewed annually to ensure it aligns with IP Australia’s operating context and strategic objectives.

Kelly Sims



A/g Deputy Director General

IP Australia

Document Revision History

Date	Changes	Approved by
6/01/2023	Updated to align with Strategic Corporate Plan and Customer Service Charter.	Margaret Tregurtha, Deputy Director General, Policy and Corporate Division
16/04/2024	Updated as per 2022-23 Annual Management Review recommendations.	Margaret Tregurtha, Deputy Director General
30/05/2025	Annual review of content, minor changes made including reference to 2024 ISO amendment	Margaret Tregurtha, Deputy Director General

07/04/2026	Annual review of content, minor changes made including reference to 2024 ISO amendment	Kelly Sims, A/g Deputy Director General
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