

# Customer Service Charter Quarterly Report

July – September 2017



# Customer service charter

## Quarterly Report

IP Australia is committed to fulfilling our customer expectations by providing high quality products and services that are of value and valued by our customers. Through monitoring the quality of our products IP Australia is able to demonstrate that it is mindful of quality and customer satisfaction.

Through our Quality Review process we are able to continually monitor, maintain and improve the quality of our products. The results of our performance through the Quality Review process are used to identify opportunities for improvements to practice, processes and training.

Our commitment is reflected in our Quality Policy Statement and our Customer Service Charter sets out the level of service that our customers can expect.

The Customer Service Charter Quarterly Report is a public statement of our commitment to excellence in service delivery. The following is an overview of IP Australia's performance against each of the Customer Service Charter service level commitments for the July - September quarter.

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# Patents

## Quality Commitments

Conformance with Quality Standards July - September 2017 (last 4 complete quarters)

Patents Quality Standard (PQS)			Conformance Acceptable Quality Level (AQL)  % of cases conforming to the PQS	Result	
				% Actual performance in the last quarter	% Actual performance (last 4 complete quarters)
Tier 1	1	Correct search procedure is adopted for all searches	93.5%	96.9%	97.8%
	2	All relevant objections/considerations which would adversely affect (or have the potential to affect) the validity of the patent are taken			
Tier 2	3	All other important objections/considerations are taken	90%	91%	95%
	4	The report/opinion is free of invalid objections/considerations			
	5	Reports and opinions are comprehensive and informative			
Tier 3	6	Search results are correctly communicated and stored	85%	85%	86%
	7	Written formalities are complete and correct			

## Service Level Commitments

Commitment	Result	
	Average this quarter	Rolling 4 quarter average
<b>Registration and examination standard</b>		
1. We examine and issue first reports on applications for standard patents within <b>12 months</b> of receiving the request for examination. 1.1. We will meet this <b>85%</b> of the time.	8.1 months	7.0 months
	93%	* Data not available
2. We will examine and issue a report on your innovation patent within <b>8 weeks</b> of the latest of receiving the request for examination or publication. 2.1. We will meet this <b>85%</b> of the time.	4.9 weeks	5.0 weeks
	88%	* Data not available
3. We will examine and issue first reports on applications for standard patents within <b>8 weeks</b> of receiving a request for expedited examination. 3.1. We will meet this <b>85%</b> of the time.	4.2 weeks	3.3 weeks
	91%	* Data not available
4. We will issue international search reports for patents within <b>10 weeks</b> of receiving the search copy of the international application unless the application is for more than one invention. 4.1. We will meet this <b>85%</b> of the time.	8.7 weeks	8.7 weeks
	71%	* Data not available
5. We will issue international-type search reports for patents within <b>6 weeks</b> of receiving the request for the search, unless the search request covers more than one invention, or we ask you to supply a written search statement. 5.1. We will meet this <b>85%</b> of the time.	5.7 weeks	5.3 weeks
	64%	* Data not available
6. We will respond to correspondence relating to the examination of your application within <b>20 working days</b> of receiving the correspondence. 6.1. We will meet this <b>85%</b> of the time.	11.6 days	11.2 days
	81%	* Data not available
7. We will grant your patent within <b>4 weeks</b> after the opposition period has expired, provided no one has opposed the	2.2 Weeks	2.1 Weeks

application and any applicable fees have been paid. 7.1. We will meet this <b>85%</b> of the time.	100%	* Data not available
8. We will grant your innovation patent, provided you have paid the fee and complied with the formalities, within <b>4 weeks</b> of the application being lodged. 8.1. We will meet this <b>85%</b> of the time.	2.4 Weeks	2.3 Weeks
	98%	* Data not available
<b>Hearings standard</b>		
9. We will issue our decision within <b>13 weeks</b> of holding a hearing, unless we receive further submissions or evidence. 9.1 We will meet this <b>85%</b> of the time.	8.9 weeks	8.9 weeks
	88%	* Data not available

\* New measure commenced from 01 July 2017. The Rolling 4 quarter average data will gradually become available over the next 12 months.

# Plant Breeder's Rights

## Quality Commitments

Conformance with Quality Standards July - September 2017 (last 4 complete quarters)

Plant Breeder's Rights Quality Standard (PQS)			Conformance Acceptable Quality Level (AQL) % of cases conforming to the PQS	Result	
				% Actual performance in the last quarter	% Actual performance (last 4 complete quarters)
Tier 1	1	Correct search and research strategy is adopted	93.5%	100%	100%
	2	All relevant deficiencies are identified			
Tier 2	3	Reports are comprehensive and informative	90%	100%	100%
	4	Reports are free of invalid deficiencies			
Tier 3	5	Written formalities are complete and correct	85%	100%	100%

## Service Level Commitments

Commitment	Result	
	Average this quarter	Rolling 4 quarter average
<b>Registration and examination standard</b>		
1. We will conduct an initial examination on your application for plant breeder's rights within <b>8 weeks</b> of receiving the application.	3.1 weeks	3.2 weeks
1.1 We will meet this <b>85%</b> of the time.	100%	* Data not available
2. We will respond to correspondence relating to the examination of your application within <b>20 working days</b> of receiving the correspondence.	1 day	1.3 days
2.1 We will meet this <b>85%</b> of the time.	100%	* Data not available

3. We will register your plant breeder's right within <b>10 working days</b> being satisfied that all criteria for registration have been met. 3.1 We will meet this <b>85%</b> of the time.	5 days	5 days
	100%	* Data not available

\* New measure commenced from 01 July 2017. The Rolling 4 quarter average data will gradually become available over the next 12 months.

## Trade Marks

### Quality Commitments

Conformance with Quality Standards July - September 2017 (last 4 complete quarters)

Trade Marks Quality Standard (PQS)			Conformance Acceptable Quality Level (AQL)  % of cases conforming to the PQS	Result	
				% Actual performance in the last quarter	% Actual performance (last 4 complete quarters)
Tier 1	1	Correct search and research strategy is adopted	93.5%	92.0%	94.4%
	2	All relevant grounds for rejection are correctly taken			
Tier 2	3	All other objections are taken	90%	93%	95%
	4	Reports are free of invalid other objections			
	5	Reports are comprehensive and informative			
Tier 3	6	Written formalities are complete and correct	85%	96%	96%

## Service Level Commitments

Commitment	Result	
	Average this quarter	Rolling 4 quarter average
<b>Registration and examination standard</b>		
1. We will respond to your TM Headstart request within <b>5 working days</b> of it being submitted. 1.1 We will meet this <b>85%</b> of the time.	2.5 days	1.5 days
	100%	* Data not available
2. We will examine and issue a report on your application for a trade mark within <b>13 weeks</b> of receiving the application. 2.1 We will meet this <b>85%</b> of the time.	9.2 weeks	8.7 weeks
	90%	* Data not available
3. We will respond to correspondence relating to the examination of your application within <b>20 working days</b> of receiving the correspondence. 3.1 We will meet this <b>85%</b> of the time.	9.4 days	9.5 days
	87%	* Data not available
4. We will register your trade mark within <b>10 working days</b> after the opposition period has expired if no one has opposed the application and any applicable fees have been paid. 4.1 We will meet this <b>85%</b> of the time.	1 day	1 day
	100%	* Data not available
<b>Hearings standard</b>		
5. We will issue our decision within <b>13 weeks</b> of holding a hearing, unless we receive further submissions or evidence. 5.1 We will meet this <b>85%</b> of the time.	9.5 weeks	10.5 weeks
	67%	* Data not available

\* New measure commenced from 01 July 2017. The Rolling 4 quarter average data will gradually become available over the next 12 months.



# Designs

## Quality Commitments

Conformance with Quality Standards July - September 2017 (last 4 complete quarters)

Designs Quality Standard (PQS)			Conformance Acceptable Quality Level (AQL)  % of cases conforming to the PQS	Result	
				% Actual performance in the last quarter	% Actual performance (last 4 complete quarters)
Tier 1	1	Correct search strategy is adopted	93.5%	100%	100%
	2	All relevant grounds for revocation are correctly taken			
Tier 2	3	Reports are comprehensive and informative	90%	100%	93%
Tier 3	4	Written formalities are complete and correct	85%	100%	93%

## Service Level Commitments

Commitment	Result	
	Average this quarter	Rolling 4 quarter average
<b>Registration and examination standard</b>		
1. We will examine and issue a report on your registered design within <b>13 weeks</b> of receiving your request for examination. 1.1 We will meet this <b>85%</b> of the time.	7.7 weeks	8.9 weeks
	99%	* Data not available
2. We will respond to correspondence relating to the examination of your design application within <b>20 working days</b> of receiving the correspondence. 2.1 We will meet this <b>85%</b> of the time.	5.8 days	7.9 days
	100%	* Data not available
3. We will undertake a formalities check of your design application within <b>8 weeks</b> of receiving a request for registration.	4.8 weeks	4.8 weeks

3.1 We will meet this <b>85%</b> of the time.	82%	* Data not available
4. We will register your design within <b>20 working days</b> of compliance with the formalities check.	1 day	1 day
4.1 We will meet this <b>85%</b> of the time.	100%	* Data not available
<b>Hearings standard</b>		
5. We will issue our decision within <b>13 weeks</b> of holding a hearing, unless we receive further submissions or evidence.	No hearing decisions	No hearing decisions
5.1 We will meet this <b>85%</b> of the time.	No hearing decisions	No hearing decisions

\* New measure commenced from 01 July 2017. The Rolling 4 quarter average data will gradually become available over the next 12 months.

## General Service Level Commitments

		Result	
Commitment	Performance undertaking	This quarter	Rolling 4 quarter average
1. We will send you a considered response within <b>15 working days</b> to your complaint or suggestion if you provide your contact details.	We will achieve this 95% of the time	100%	100%
2. We will advise job applicants of the outcome of selection processes within <b>8 weeks</b> of the closing date for submission of applications.	We will achieve this 95% of the time	93%	98%
3. All small business vendor payments have been paid within <b>30 days</b> of a correctly rendered invoice being received.	We will achieve this 97% of the time	99%	99%

We will regularly measure our customers' level of satisfaction with our products and services. The results will be used to improve how we work with you.

We will give at least **8 weeks' notice** before implementing a change in our fees.

## Note

### Quality Standards Tier 1

Quality Standards that relate to matters which would adversely affect (or have the potential to affect) the validity of the IP Right.

### Quality Standards Tier 2

Quality Standards that relate to matters which would require a considerable amount of rework and/or inconvenience to the applicant or IP Australia.

### Quality Standards Tier 3

Quality Standards that relate to matters which are important in terms of the overall perception of quality.

