

Attachment D



Australian Government
IP Australia



Delivering a world leading IP system

Customer Service Charter Quarterly Report

January - March 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 January - March quarter.

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Patents

Quality Commitments

Conformance with Quality Standards January - March 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%	98.7%	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%	96%	96%
	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%	87%	86%
	7	Written formalities are complete and correct			

Service Level Commitments

Commitment	Result	
	Average this quarter	Rolling 4 quarter average
Registration and examination standard		
1. We examine and issue first reports on applications for standard patents within 12 months of receiving the request for examination.	6.5 months	6.5 months
2. We will examine and issue a report on your innovation patent within 8 weeks of the latest of receiving the request for examination or publication.	4.7 weeks	5.0 weeks
3. We will examine and issue first reports on applications for standard patents within 8 weeks of receiving a request for expedited examination.	3 weeks	2.8 weeks
4. We will issue international search reports for patents within 10 weeks of receiving the search copy of the international application unless the application is for more than one invention.	8.8 weeks	8.5 weeks
5. We will issue international-type search reports for patents within 6 weeks 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	5.3 weeks	5.3 weeks
6. We will respond to correspondence relating to the examination of your application within 20 working days of receiving the correspondence.	10.6 days	11.0 days
7. We will grant your patent within 20 working days after the opposition period has expired, provided no one has opposed the application and any applicable fees have been paid.	10 days	10.3 days
8. We will grant your innovation patent, provided you have paid the fee and complied with the formalities, within 20 working days of the application being lodged.	12 days	12.3 days
Hearings standard		
9. We will issue our decision within 12 weeks of holding a hearing, unless we receive further submissions or evidence.	9 weeks	9.5 weeks

Plant Breeder's Rights

Quality Commitments

Conformance with Quality Standards January - March 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
Registration and examination standard		
1. We will conduct a prima facie examination on your application for plant breeder's rights within 8 weeks of receiving the application.	4 weeks	3.1 weeks
2. We will respond to correspondence relating to the examination of your application within 20 working days of receiving the correspondence.	1 day	1.6 days
3. We will register your plant breeder's right within 10 working days being satisfied that all criteria for registration have been met.	5 days	5 days

Trade Marks

Quality Commitments

Conformance with Quality Standards January - March 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%	93.6%	93.6%
	2	All relevant grounds for rejection are correctly taken			
Tier 2	3	All other objections are taken	90%	95%	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%	95%	95%

Service Level Commitments

Commitment	Result	
	Average this quarter	Rolling 4 quarter average
Registration and examination standard		
1. We will respond to your TM Headstart request within 5 working days of it being submitted.	1 day	1 day
2. We will examine and issue a report on your application for a trade mark within 13 weeks of receiving the application.	9.6 weeks	8.2 weeks
3. We will respond to correspondence relating to the examination of your application within 20 working days of receiving the correspondence.	8.9 days	9.7 days
4. We will register your trade mark within 10 working days after the opposition period has expired if no one has opposed the application and any applicable fees have been paid	1 day	1 day
5. We will issue our decision within 12 weeks of holding a hearing, unless we receive further submissions or evidence.	12.6 weeks	9.6 weeks

Designs

Quality Commitments

Conformance with Quality Standards January - March 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%	98.9%	98.8%
	2	All relevant grounds for revocation are correctly taken			
Tier 2	3	Reports are comprehensive and informative	90%	100%	100%
Tier 3	4	Written formalities are complete and correct	85%	96%	96%

Service Level Commitments

Commitment		Result	
Registration and examination standard		Average this quarter	Rolling 4 quarter average
1.	We will examine and issue a report on your registered design within 13 weeks of receiving your request for examination.	8.9 weeks	9.8 weeks
2.	We will respond to correspondence relating to the examination of your design application within 20 working days of receiving the correspondence.	11.5 days	9.9 days
3.	We will undertake a formalities check of your design application within 8 weeks of receiving a request for registration.	5.5 weeks	4 weeks
4.	We will register your design within 20 working days of compliance with the formalities check.	1 day	1 day
Hearings standard			
5.	We will issue our decision within 12 weeks of holding a hearing, unless we receive further submissions or evidence.	76 weeks	Data not available

General Service Level Commitments

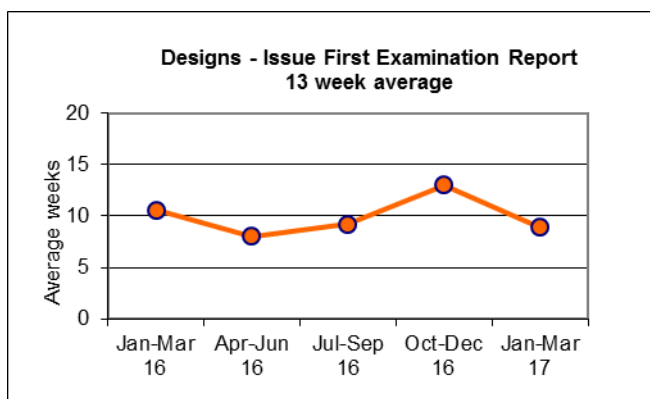
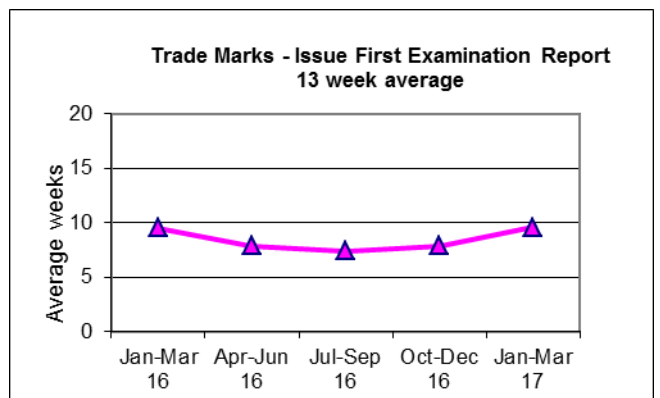
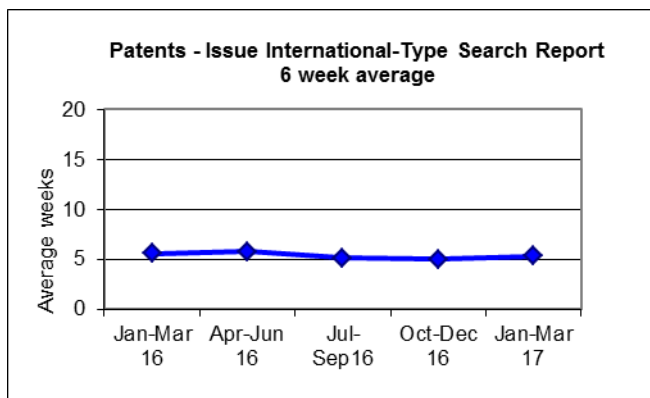
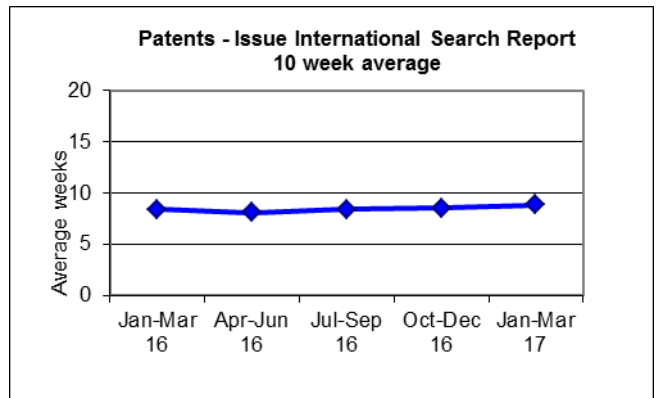
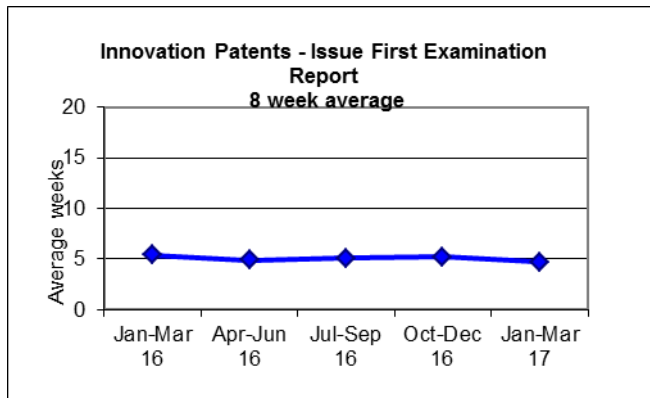
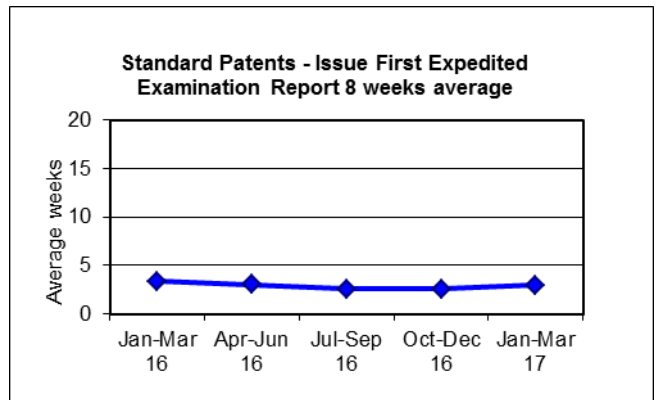
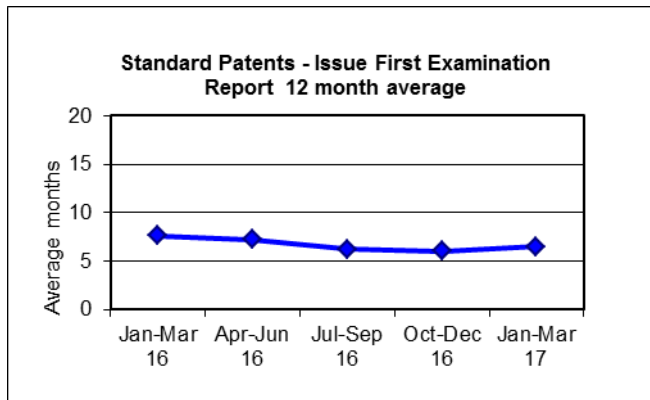
Commitment	Performance undertaking	Result	
		This quarter	Rolling 4 quarter average
1. We will send you a considered response within 15 working days to your complaint or suggestion if you provide your contact details.	We will achieve this 95% of the time	100%	100%
2. We will advise job applicants of the outcome of selection processes within 8 weeks of the closing date for submission of applications.	We will achieve this 95% of the time	100%	100%
3. All small business vendor payments have been paid within 30 days of a correctly rendered invoice being received.	We will achieve this 97% of the time	99%	98.6%

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.

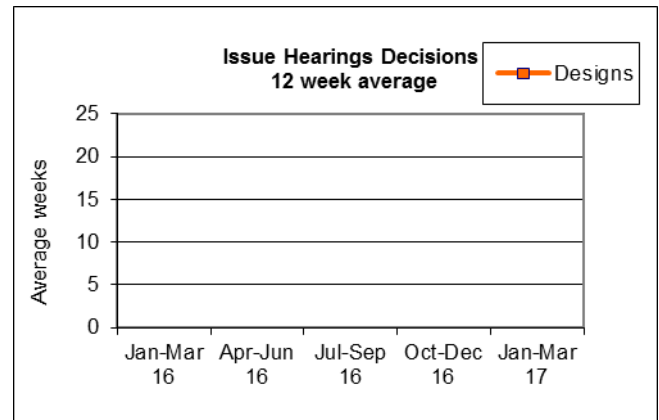
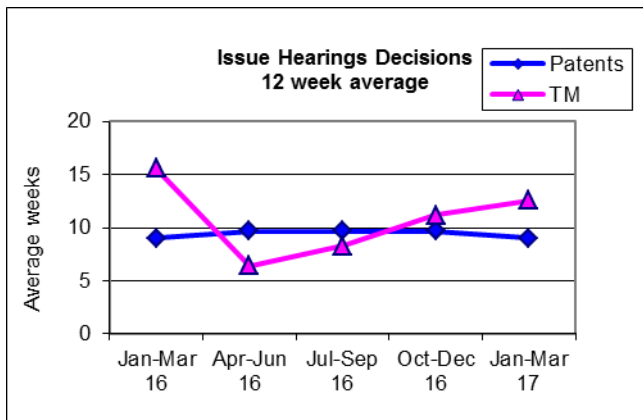
Indicator graphs

Issuing reports – Standard Patents, Innovation Patents, Trade Marks, Design

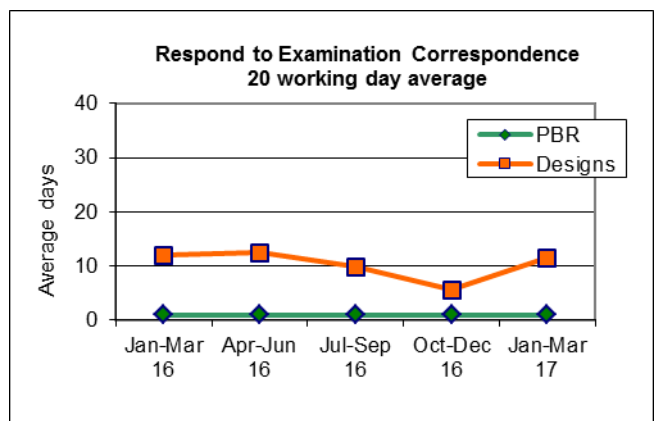
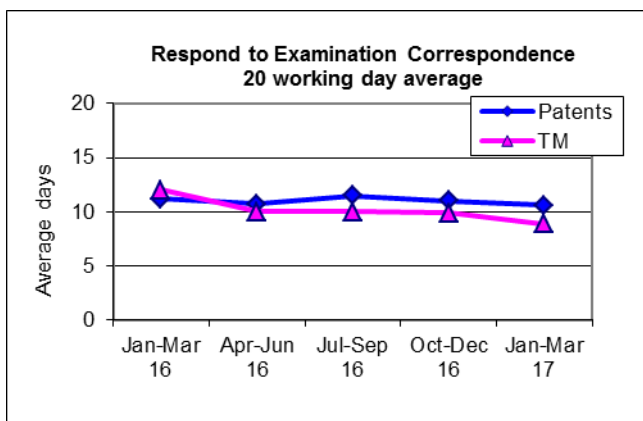


Indicator graphs

Response times for other requests



*Design hearings this quarter average 76 weeks



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.

