

Customer Service Charter Quarterly Report

July – September 2019



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 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 2019 quarter.

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Patents

Quality Commitments

Conformance with Quality Standards July – September 2019 (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%	97.6%	97.7%
	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%	98%	97%
	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%	89%	89%
	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.	7	7.6
1.1. We will meet this 85% of the time.	92	90

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. 2.1. We will meet this 85% of the time.	5	5.8
	87%	89%
3. We will examine and issue first reports on applications for standard patents within 8 weeks of receiving a request for expedited examination. 3.1. We will meet this 85% of the time.	3.3	3.9
	95%	94%
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. 4.1. We will meet this 85% of the time.	9.5	11.5
	82%	81%
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. 5.1. We will meet this 85% of the time.	5.3	5.3
	77%	78%
6. We will respond to correspondence relating to the examination of your application within 20 working days of receiving the correspondence. 6.1. We will meet this 85% of the time.	10.6	10.1
	90%	91%
7. We will grant your patent within 4 weeks after the opposition period has expired, provided no one has opposed the application and any applicable fees have been paid. 7.1. We will meet this 85% of the time.	1.8	2
	99.5%	99.5%
8. We will grant your innovation patent, provided you have paid the fee and complied with the formalities, within 4 weeks of the application being lodged. 8.1. We will meet this 85% of the time.	2.4	2.7
	96.1%	88.3%
Hearings standard		
9. We will issue our decision within 13 weeks of holding a hearing, unless we receive further submissions or evidence. 9.1 We will meet this 85% of the time.	16.3	12.1
	38%	76%

Plant Breeder's Rights

Quality Commitments

Conformance with Quality Standards July – September 2019 (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 an initial examination on your application for plant breeder's rights within 8 weeks of receiving the application.	3.9	3.7
1.1 We will meet this 85% of the time.	100%	100%
2. We will respond to correspondence relating to the examination of your application within 20 working days of receiving the correspondence.	1	1
2.1 We will meet this 85% of the time.	100%	100%
3. We will register your plant breeder's right within 10 working days being satisfied that all criteria for registration have been met.	5	5
3.1 We will meet this 85% of the time.	100%	100%

Trade Marks

Quality Commitments

Conformance with Quality Standards July – September 2019 (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%	91.6%	93.3%
	2	All relevant grounds for rejection are correctly taken			
Tier 2	3	All other objections are taken	90%	94%	96%
	4	Reports are free of invalid other objections			
	5	Reports are comprehensive and informative			
Tier 3	6	Written formalities are complete and correct	85%	97%	93.5%

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. 1.1 We will meet this 85% of the time.	5	5.5
	63%	45%
2. We will examine and issue a report on your application for a trade mark within 13 weeks of receiving the application. 2.1 We will meet this 85% of the time.	20.1	20
	20%	21%

3. We will respond to correspondence relating to the examination of your application within 20 working days of receiving the correspondence. 3.1 We will meet this 85% of the time.	9.9	10.6
	87%	86%
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. 4.1 We will meet this 85% of the time.	1	1
	100%	100%
Hearings standard		
5. We will issue our decision within 13 weeks of holding a hearing, unless we receive further submissions or evidence. 5.1 We will meet this 85% of the time.	11	11.6
	51%	69%

Designs

Quality Commitments

Conformance with Quality Standards July – September 2019 (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%	93.3%	98.3%
	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%	100%	84.3%

Service Level Commitments

Commitment	Result	
	Average this quarter	Rolling 4 quarter average
Registration and examination standard		
1. We will examine and issue a report on your registered design within 13 weeks of receiving your request for examination. 1.1 We will meet this 85% of the time.	13.5	11.2
	26%	70%
2. We will respond to correspondence relating to the examination of your design application within 20 working days of receiving the correspondence. 2.1 We will meet this 85% of the time.	6.2	7.3
	94%	96%
3. We will undertake a formalities check of your design application within 8 weeks of receiving a request for registration. 3.1 We will meet this 85% of the time.	8.5	7.2
	86%	90%
4. We will register your design within 20 working days of compliance with the formalities check. 4.1 We will meet this 85% of the time.	1	1
	100%	100%
Hearings standard		
5. We will issue our decision within 13 weeks of holding a hearing, unless we receive further submissions or evidence. 5.1 We will meet this 85% of the time.	7.3	10.5
	100%	75%

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.

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.	98%	99.5%
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.	87%	87%
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.	Due to a change to a change in Government Policy this commitment is currently unable to be reported against.	
4. We will ensure our online lodgement services are available during business hours and after hours.	We will achieve this 99.5% of the time during business hours.	99.9%	99.5%
	We will achieve this 90% of the time after hours.	99%	97%
5. We will give at least 12 weeks' notice before implementing a change in our fees.	We will achieve this 100% of the time*	Nil Fee changes	100%
6. We will provide notification to our customers of any planned disruption to online lodgement service 4 working days in advance through a variety of communication channels.	We will achieve this 100% of the time*	100%	100%
7. 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.	2019 Customer Satisfaction Survey Results 83%		

*These activities may not occur every quarter.

