



IP Australia Quality Policy

Revision History

Date	Changes
	Previous versions of this document are available in BRIK.
14 Nov 2013	Revised to incorporate objectives of Strategic Plan 2013-2018.
12 Mar 2015	Document reviewed to incorporate Programmes and Priorities of the Strategic Plan 2015-2018.
10 Apr 2017	Document reviewed to align with ISO 9001:2015 requirements. Quality Objectives amended to align to the IP Australia Corporate Plan 2016-2020.
25 February 2018	Document reviewed to align quality objectives to the IP Australia Corporate Plan 2017-2021.

IP Australia is committed to creating a world leading Intellectual Property (IP) system which builds prosperity for Australia. Through our work we promote innovation, trade and investment to ensure Australians benefit from great ideas. We do this by administering Australia's registered intellectual property rights and legislation as it relates to Patents, Trade Marks, Designs and Plant Breeder's Rights. We also deliver programs to educate and promote awareness of intellectual property and provide intellectual property policy input to Government.

Certification of our Quality Management System for business processes to the International Standard ISO 9001 is a means by which we will achieve and maintain the necessary alignment of our people, products, services, business systems and processes.

IP Australia is committed to complying with the requirements and the continual improvement of the Quality Management System. We are committed to regular and timely reviews of the IP Australia Quality Policy and Quality Management System as part of IP Australia's business planning process and Annual Management Review.

IP Australia's high-level quality objectives are aligned with the strategic objectives and associated performance criteria set out in our Corporate Plan. These are:

Operational Excellence

High-performing core business and internal operations.

Service Excellence

High-performing customer services that support our core business.

Value Add

Our expertise is leveraged to deliver value to the Australian IP System and broader economy.

IP Australia has established a framework for measuring these objectives which includes the performance criteria and annual targets as outlined in the Corporate Plan, Operational Plans, Customer Service Charter, and Business Group quality objectives.

IP Australia is committed to using risk management principles and techniques to ensure all internal and external factors, and influences impacting on the achievement of objectives, are recognised, understood and appropriately treated.

We recognise the value of building and sustaining good working relationships with our customers, the wider IP community and interested parties through being accessible and responsive to their needs. Balancing the public interest is fundamental to our ongoing effectiveness. All IP Australia staff are responsible for implementing and maintaining good working relationships with stakeholders.

As an Australian Government Agency, our professional behaviours support the Australian Public Service Code of Conduct and Values, as well as IP Australia's customer service standards and our achievement culture. We will maintain a highly skilled and competent workforce through the effective management of change by developing skills that can be applied across the organisation.

IP Australia is committed to providing clear direction on the delivery of our vision and Corporate Plan objectives. We provide a working environment and management framework that supports achievement of our quality objectives.



Patricia Kelly
Director General