

SACEPO Working Party on Quality

Provisional agenda (SACEPO WPQ 1/24)

12th meeting
11 June 2024
Online via Zoom
Commencing at 12.30 hrs CEST

Subject: Provisional Agenda
Drawn up by: European Patent Office
Addressees: Members of the SACEPO Working Party on Quality

Provisional agenda

1. **Opening of meeting by the Chair and adoption of the agenda** SACEPO WPQ 1/24
2. **Welcome address**
3. **Onboarding of newly appointed members**
Mission of the SACEPO WP/Q and role of members
Members' comments, feedback and questions –
including reappointed members' testimonials
4. **EPO focus on user dialogue and actions taken** oral report
 - Summary of feedback gathered from the last SACEPO WP/Q
 - Update on actions taken**Members' comments, feedback and questions –**
including exchange and dialogue with EPO representatives
5. **Actions taken on Quality** SACEPO WPQ 2/24
 - Quality Action Plan 2024
 - Programme SQAPs 2024
 - Quality report 2023
 - Quality metrics and KPIs (Dashboard)
 - Workshop on Clarity**Open discussion**
6. **Study on Third-Party Observations** SACEPO WPQ 3/24
Members' comments, feedback and questions on the study findings – including exchange and dialogue with EPO representatives
7. **User Satisfaction Survey 2024-2025** SACEPO WPQ 4/24
 - Planned questions
 - Timing of the next USS**Members' comments, feedback and questions –**
including exchange and dialogue with EPO representatives

8. Insight into quality audits at the EPO

SACEPO WPQ 5/24

- Presentation of the audit process, audit criteria and metrics
- Q&A session

9. Wrap-up and close

After each agenda point there will be time for questions and suggestions from members and exchanges with EPO representatives, as well as reports on actions taken where applicable.

The meeting is expected to end at around 17.00 hrs CEST.