



***THE QUALITY POLICY OF
THE HUNGARIAN INTELLECTUAL PROPERTY OFFICE***

By operating the ISO 9001:2015 Quality Management System Standard, which covers the vast majority of its core tasks, the Hungarian Intellectual Property Office (hereinafter 'HIPO') aims to ensure, in accordance with the laws pertaining to its tasks and competences, a solid basis for its professional, impartial, equitable, ethical, civilised and high-quality operation and sustainable development, and to prevent the negative consequences of the risks inherent in its processes. Furthermore, HIPO aims to ensure that its clients, staff and all its partners be satisfied with its activity as an authority and with its other official service activities.

In order to attain the above objectives, HIPO

1. Maintains and continuously develops its Quality Management System, which is in compliance with the requirements of the ISO 9001:2015 Standard, and covers its processes falling within the scope of application of the Standard.
2. Continuously monitors the requirements from the part of external and internal stakeholders who are relevant from the point of view of the Quality Management System in order to ensure the conditions for providing adequate services.
3. Provides the human, technical and financial resources necessary for an effective, efficient and economical operation of its processes; in order to achieve this it determines the theoretical knowledge and practical experience necessary for the implementation of the relevant tasks, preserves and develops, and, to the necessary extent, shares the accumulated knowledge within the organisation.
4. Plans and continuously develops the essential processes that are necessary for meeting the requirements of its services.
5. In the course of planning and implementation, takes into account and manages, with a view to prevention, the changing external and internal factors, including legal requirements, the aspects of integrity-based operation, the relevant expectations of its clients and other stakeholders, as well as the risks inherent in its processes and the conditions of sustainable development.
6. Maintains an infrastructure, including in particular IT and building safety, which can support the services provided by HIPO, the conformity of the performance of these services and their provision at the highest possible level.
7. Participates in the knowledge sharing and exchange of experience between foreign partner offices and international organisations, operates or if possible develops its processes in such a way that in its activities HIPO can apply the elements of best practices, even in international comparison.

Budapest, 1 April 2017

Viktor Luszcz
President

