## Stakeholder Quality Assurance Panels Project (SQAP) audit 13, 26 and 27 November 2020

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On 13, 26 and 27 November 2020, the EUIPO welcomes users to their fifth audit on the quality of EUIPO absolute grounds decisions (out of the sixteen SQAP audits have taken place so far).

Eighteen users representing eleven user associations are meeting virtually to check a sample of decisions against our quality criteria.

The audit participants and their respective user associations are:

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SQAP is a project launched by the EUIPO in 2017 aiming to integrate the user's perspective into the quality management system and to narrow the gap between the users' perception of quality and the quality measured by the Office. In SQAP, users contribute directly to improving the quality of the Office decisions.

The EUIPO would like to thank the users and user associations for taking part in this initiative.

For more information on SQAP, please visit the <u>SQAP webpage</u>.