

The VPI's policy objective is to provide professional, high quality search and examination products and services both as an International Searching Authority or International Preliminary Examining Authority under the Patent Cooperation Treaty (PCT) and as a business service provider in close cooperation with the participating national offices. Thus, the VPI will contribute to stimulating innovation, creativity, competitiveness and economic growth in the Central and Eastern European region as well as to improving the quality and the efficiency of the PCT system.

The above objectives are reflected in the VPI's overall quality policy, which constitutes the framework for detailed instructions and provides guidance to employees and suppliers in their daily work. The VPI's quality policy articulates the commitment of the VPI to meet or even exceed the stakeholders' needs and expectations.

The Quality Policy of the VPI is based on the following principles and measures:

1. The VPI shall maintain and continually improve its quality management system (QMS).
2. The VPI shall continually monitor the functioning of its work processes under its QMS, in order to flexibly harmonize the VPI's quantity and quality performance with the demands of its users in a changing environment.
3. The VPI shall pay special attention to learning the needs of its users and to manage their complaints.
4. The VPI shall facilitate the exchange of knowledge and experience among the participating national offices and shall participate in knowledge-exchange among international organizations; the VPI shall operate and possibly improve its own system so that it can apply the internationally accepted best practices in its activities.
5. The VPI shall ensure the improvement of the professional, language and public administration knowledge and skills of the employees of the participating national offices, making them understand the effect of quality requirements on their activities.
6. The VPI shall establish a work plan which ensures that the performance be in accordance with the legislation in force, be identified and checked, and that the staff effectively attains the performance objectives.
7. The VPI shall continually check its human, financial and infrastructural resources so that they are always sufficient to perform its duties and to achieve the quality objectives.
8. The VPI shall endeavor to further develop its QMS in order to adapt it to the changes in the system environment and to continuously improve the quality of its overall performance.
9. The VPI's aim is to ensure that its users (e.g. individual inventors, small and medium-sized enterprises, and publicly funded research organizations) and partners (e.g. the participating national offices or the International Bureau of WIPO) are satisfied with the overall operation of the VPI.

**Márk Gárdonyi**  
director