

Documenting World-wide Innovation

Quality assurance in the EPO Patent Information Resource Master Databases

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Workshop with ROSPATENT
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Outline

- **EPO's Patent Information Resource**
 - **Managing Data Flows**
 - **Managing Cost of Service**
- **The world of patent documentation**
- **Supporting the Classification Workflow**
- **Questions & Answers**

EPO's Patent Information Resource

- **Patent applications and grants from over 80 countries**
- **Incremental approach:**
 - **comprehensive bibliography (minimum PCT, member states, others)**
 - **comprehensive facsimile**
 - **comprehensive classification**
 - **comprehensive grouping in patent families**
 - **extensive English abstracts**
 - **extensive full-text (English, German, French)**
 - **selective search features (diagrams, numeric, chemical elements, etc)**
- **Technical and scientific literature from over 4,000 journals**

Facts and figures

Collection size 70+ Mio Patent Documents

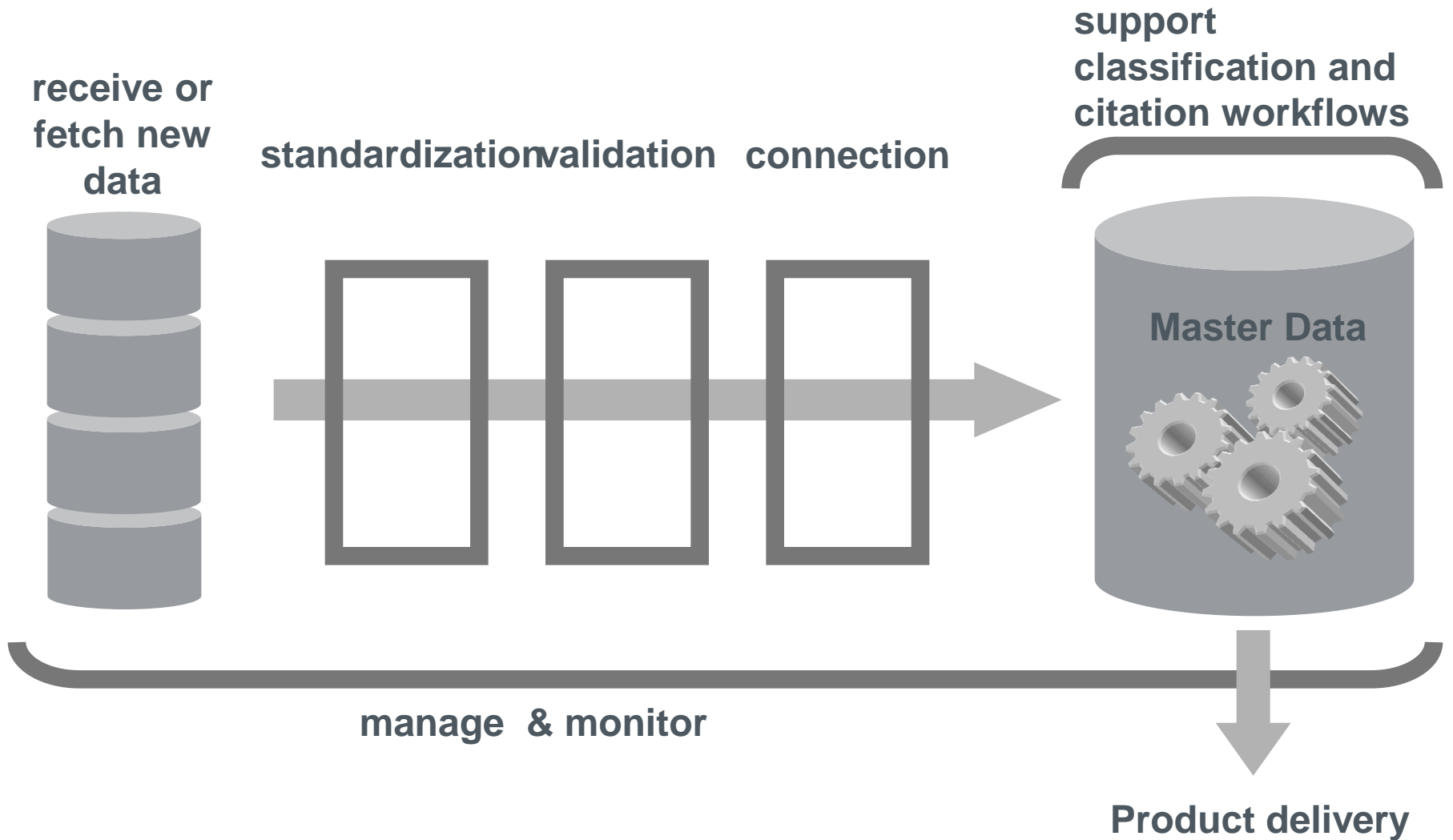
23+ Mio Patent Families

63+ Mio Citations

Documentation Quality 60 Staff

Development and
Maintenance 38 Staff

Building the best prior-art database



Challenges

Change

evolving patent laws, data structures, formats and mark-up, new types of complex data elements (chemical structures and genetic sequences)

Growth

the increasing volume and sources of data; the growing frequency and range of requests for data

Quality

ensure the completeness, timeliness and accuracy of data (quality of service)

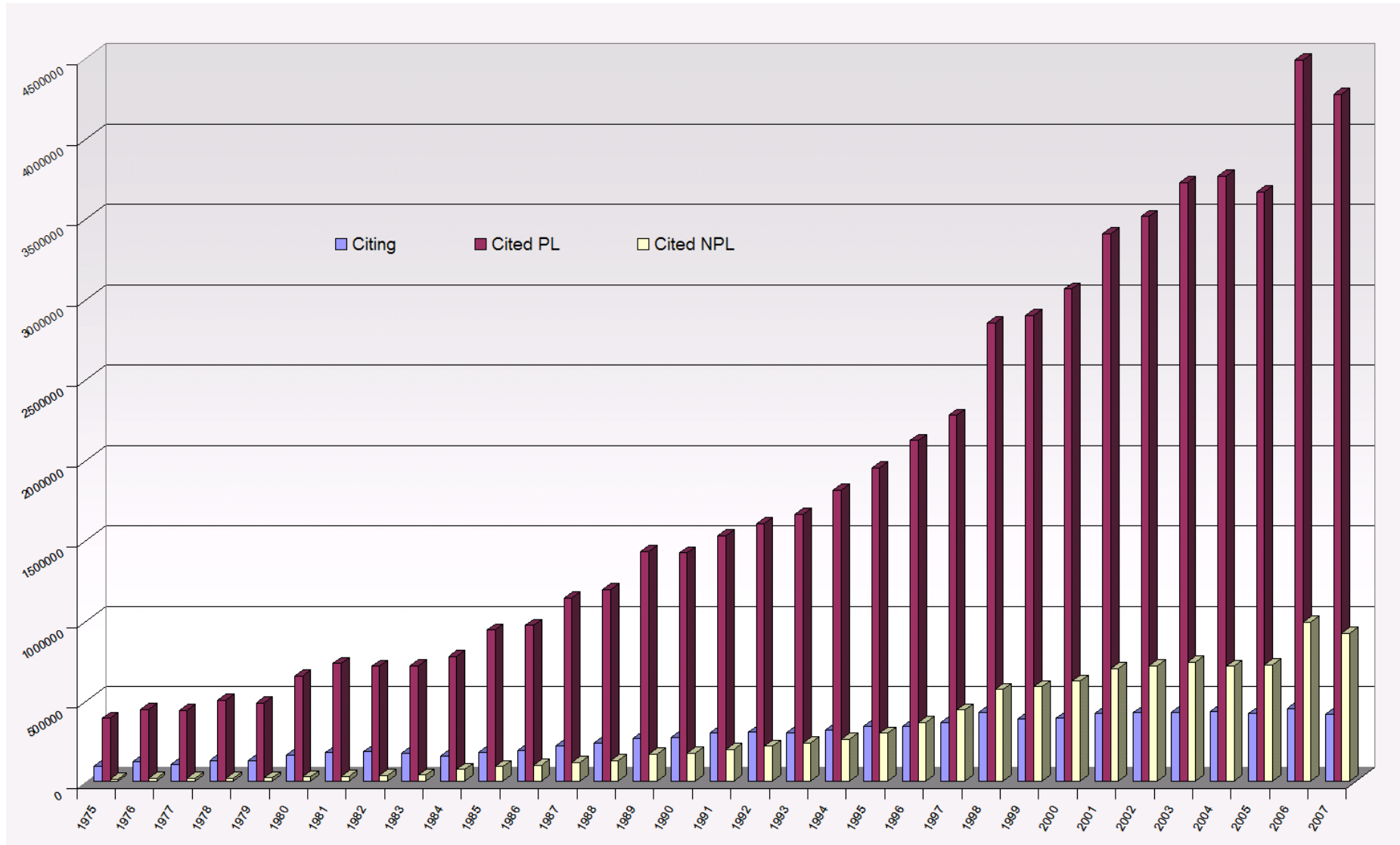
Efficiency

cope with growing demands without corresponding increase in resource level

Complexity

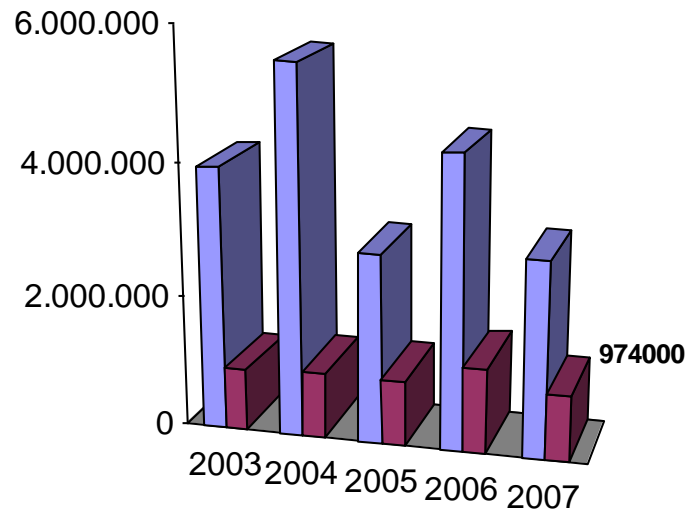
capture and maintain core knowledge on business processes and rules

Exploding work load and complexity

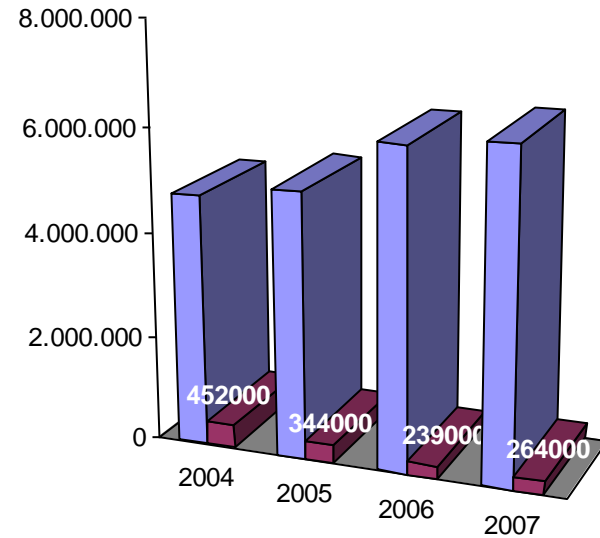


Load and correction work in Data Resources

Publications added to EPODOC
 Corrections applied to input data



Citations added to EPODOC
 Corrections applied to input data



Understanding the Total Cost of Service for Master Data Management

Underlying cost drivers	Relative cost share
Understand analyse, dig, search, ask, ...	40 %
On task correct, document, develop, test, run, report, etc.	30 %
Coordinate plan, review, wait for others, wait for conditions	10 %
Communicate explain, prepare, follow procedures, meet, discuss, convince	20%

Thank you

Questions?

