



Hungarian Intellectual  
Property Office

## *THE QUALITY POLICY OF*

### *THE HUNGARIAN INTELLECTUAL PROPERTY OFFICE*

**The Hungarian Intellectual Property Office (hereinafter “HIPO”) is the central government office responsible for the protection of intellectual property. By maintaining the ISO 9001:2015 Standard it 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 development of its services, which benefits the stakeholders (hereinafter “customer base”) from the point of view of the quality management system.**

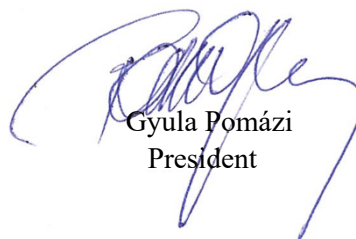
During planning and performing their strategic goals, the management and staff of HIPO, by considering the relevant expectations and requirements of its customer base, are committed to enforce – along with the afore-mentioned – the principles of quality management, such as

- customer focus,
- leadership,
- engagement of people,
- process approach,
- improvement,
- lawful, evidence-based decision making in accordance with the professional regulations,
- relationship management.

In order to attain the goals set, HIPO:

- Takes on an initiative role in the further development and modernisation of the IP policy and the domestic legislative framework of intellectual property, and in the promotion of tougher enforcement of IP rights.
- As a service provider responsible for intellectual property protection of the national innovation system, enforces the practical implementation of the principle of customer focus by holistic attitude shaping, by continual review and, as occasion requires, renewal of its service portfolio, by introducing new services, by elaborating new opportunities for building customer relationships, by operating a new type of customer relationship system and a modern customer service, by modernising the official customer relations, and by awareness-raising.
- Wishes to become the most innovative actor of the public sector by developing the digital technologies and services, by the digitalization of the official processes, as well as by enhancing the digital customer experience.
- By maintaining its professional and institutional independence, cooperating with its customer base in order to become an attractive organisation for it, by developing the institutional cooperation capacities and developing an attractive workplace climate, it endeavours to establish a value added partnership with each member of its varying customer base, the professional and market players, with the universities, the academic and other professional institutions as well as with the governmental bodies.

Budapest, 31 August 2022



Gyula Pomázi  
President

