

Let us know what you think: EUIPO User Satisfaction Survey launched today

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Every year EUIPO carries out a satisfaction survey to identify goals and priorities for improvement, as well as to assess the satisfaction of our users with the services we provide.

The 2017 user satisfaction survey is sent via e-mail to the users of EUIPO's services. These users will receive an e-mail with a link to a secure web-based questionnaire from the market research agency *Berent* which is carrying out this survey on behalf of the EUIPO. The questionnaire can be completed in any of the five working languages of the Office (English, Spanish, German, French and Italian) with a deadline of 4 February

This survey helps us to get a clear picture of how our users see EUIPO, what they think of the Office and the services we provide in various areas including:

- Legal practice
- Online tools
- Community trade mark registration
- Community design registration
- Customer and information services

More on our quality management system

User feedback is paramount in all of EUIPO's activities. That is why our quality management policy is based on ISO 9001, an international standard for which organisations need to demonstrate their ability to meet user expectations and establish continual improvement procedures.

We have been measuring levels of satisfaction with our services and decisions relating to the registration of trade marks and designs since 2005.

[More information on EUIPO's management system standards.](#)