



ANNUAL QUALITY REPORT

2025



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Message

His Excellency the Chief Executive Officer

It is my pleasure to present the Annual Quality Report, which reflects SAIP's commitment to organizational excellence and its ongoing efforts to foster a culture of quality and continuous improvement, while enhancing the quality and efficiency of its performance and services. Over the past year, the Saudi Authority for Intellectual Property (SAIP) has continued to embody the principles derived from our vision and mission, through fostering innovation and protecting creativity while embedding quality as a fundamental pillar reflected in all our work and initiatives. Our strategic objectives, centered on enhancing the quality of intellectual property (IP) and improving the efficiency of institutional processes, represent a principal driver of the development journey and a foundation upon which we rely in evaluating our performance and measuring the extent of our success.

We have worked to build an institutional environment in which excellence is a constant standard, and in which teamwork and passion form an integral part of our culture, while maintaining transparency to meet beneficiaries' aspirations and maximize the impact delivered to them.

The achievements set out in this report represent a celebration of our collective efforts, and likewise constitute a roadmap for a future in which SAIP continues to advance quality standards in IP administration within Saudi Arabia and on the global stage.

I extend my sincere thanks and appreciation to our dedicated staff, our partners, and stakeholders. Together, we have succeeded in building a resilient and integrated IP ecosystem, and I am confident that the steps we are taking will lead us toward broader horizons of success and innovation.

Thank you for your continued support and belief in our mission.



Dr. Abdulaziz bin Mohammed Al-Swailem

Chief Executive Officer of the Saudi Authority
for Intellectual Property

Introduction



SAIP proudly presents the Annual Quality Report for the third consecutive year, which documents its journey toward excellence in IP operations, alongside the protection of IP. The year 2025 marked a significant milestone in the journey of organizational excellence, having witnessed the implementation of quality standards based on international best practices.

This report aims to provide a transparent and in-depth analysis of our achievements in the field of quality, reflecting our unwavering commitment to enhancing organizational excellence across SAIP. Beginning with quality and excellence enablement, to quality improvement, with the aim of elevating our services and processes.

We invite you to explore the insights and reflections contained within this report, as we continue our journey toward advancing new standards in IP administration.



01

**Quality and
Excellence
Enablement**

During 2025, SAIP continued its efforts to embed the concepts of quality and organizational excellence through the implementation of an integrated set of management systems in accordance with international standards, the enhancement of the efficiency of internal processes, and the raising of the level of compliance and governance.

This approach was reflected in the achievement of tangible results that included the renewal of the ISO certifications, the improvement of audit outputs, alongside the attainment of a notable achievement in the field of national awards, and the activation of the integrated management model.

ISO Certifications

Within the framework of the SAIP's commitment to international standards, **10** ISO certifications were renewed during 2025, reflecting the sustainability and effectiveness of the implementation of the management systems, **and they are:**



17020
**Conformity Assessment for
Inspection Bodies**

23326
Employee Engagement

31000
Risk Management

30401
Knowledge Management Systems

56002
Innovation Management System

9001
Quality Management Systems

10002
**Customer Satisfaction and
Complaints Handling**

41001
Facility Management

45001
**Occupational Health and
Safety Management Systems**

14001
Environmental Management Systems



Activation of the Integrated Management System (IMS):

As part of the SAIP's efforts to enhance the efficiency and effectiveness of the implementation of the ISO systems, the IMS was activated during 2025, encompassing all ISO systems within a unified framework. This activation aims to achieve a higher level of consistency and effectiveness in the implementation of the requirements of the international standards.

Internal / External Audit Activities:

During 2025, SAIP carried out **28** internal audits covering **28** departments, with the aim of verifying compliance with the requirements of the international standards and measuring the effectiveness of the implementation of the systems; the internal and external audit activities resulted in the following:

- Identifying **94** corrective actions during 2025.
- Closing all corrective actions for 2024, numbering **244** corrective actions.

Analysis of the Results of IMS

The comparative analysis shows a marked decrease of **61.4%** in the number of corrective actions between 2024 and 2025, which is a positive indicator confirming the effectiveness of the IMS and the transition from the remediation stage to the stage of prevention and proactive improvement.

King Abdulaziz Quality Award (KAQA)

During 2025, SAIP attained a notable achievement by obtaining the Bronze level in KAQA (Seventh Cycle) – Government Entities category, in its first participation, which reflects the level of organizational excellence it has reached. SAIP was recognized in mid-2025 by:

- His Royal Highness Prince Mohammed bin Abdulrahman bin Abdulaziz Al Saud (Deputy Governor of Riyadh Region)
- His Excellency the Minister of Economy and Planning, Mr. Faisal bin Fadhil Alibrahim
- His Highness Prince Mohammed bin Turki bin Abdullah Al Saud (Secretary-General of the Award)

Outputs of the Assessment Report:

Based on the feedback report of the Award, the following were identified:

56 opportunities for improvement across SAIP, and these opportunities have been converted into development projects under implementation so as to constitute a roadmap for improvement and development and for achieving the objectives sought from the participation, and achieving higher levels in the forthcoming cycles of the Award.



**Achieving the Bronze
Level in King Abdulaziz
Quality Award**



Documenting Procedures

The documentation of work procedures is the foundation of the quality management system, as documenting procedures contributes to enhancing quality **through**:

01. Standardizing and documenting work methods ensure that all employees perform tasks in the same manner, which reduces errors and achieves consistent results.

02. Improving quality and reducing errors: When procedures are written and clear, it becomes easy to detect and correct errors, and consequently to raise the level of quality.

03. Documenting procedures in accordance with the approved standards helps achieve compliance with international requirements, such as the ISO 9001 standard, and is also considered one of the fundamental requirements for obtaining certifications and accreditations.

04. Supporting continuous improvement: when processes are documented, it becomes easy to analyze and develop them in accordance with the principle of continuous improvement.

Documented Procedures:



Knowledge Management

Knowledge management is considered one of the fundamental pillars for achieving institutional quality, particularly in modern work environments that rely on expertise, continuous learning, creativity, and innovation **through:**

- Preserving institutional knowledge, whereby knowledge is documented and stored in an organized manner.
- Enhancing innovation through knowledge sharing among teams, which generates new ideas and supports creativity within the organization.
- Supporting continuous improvement, as it helps in benefiting from previous experiences (successes and errors) to develop processes in a sustainable manner, particularly among the examiners in the IP Operations Sector (Patents, Trademarks, Designs, Copyright, Layout designs of Integrated Circuits, Plant Varieties).
- Preserving all Intellectual Property Gazette publications within the Knowledge Management System to ensure easy access and future reference.
- Improving the beneficiary experience through empowering the employee with sufficient knowledge, which reflects positively on the quality of service and raises the level of beneficiary satisfaction.



In 2025, SAIP strengthened the quality system through developing the methodologies and tools of quality control and quality assurance applied to IP operations and institutional operations. The scope of application of these practices was also expanded to include all departments of SAIP, in order to raise the efficiency of operational performance and enhance the quality of outputs.

Audit Activities for IP

Within the framework of the continuous efforts to enhance the quality of IP services and operations, the application of the quality standards is verified using quality control and quality assurance tools across all IP fields, with the number of applications filed in 2025 as follows:

2,636



Applications Filed for Designs

%25 Increase over the
Previous Year

10,311



Applications Filed for Patents

%28 Increase over the
Previous Year

4,806



Applications Filed for Copyrights

%87 Increase over the
Previous Year

64,273



Applications Filed for Trademarks

%23 Increase over the
Previous Year





02

**Quality
Control and
Quality
Assurance**

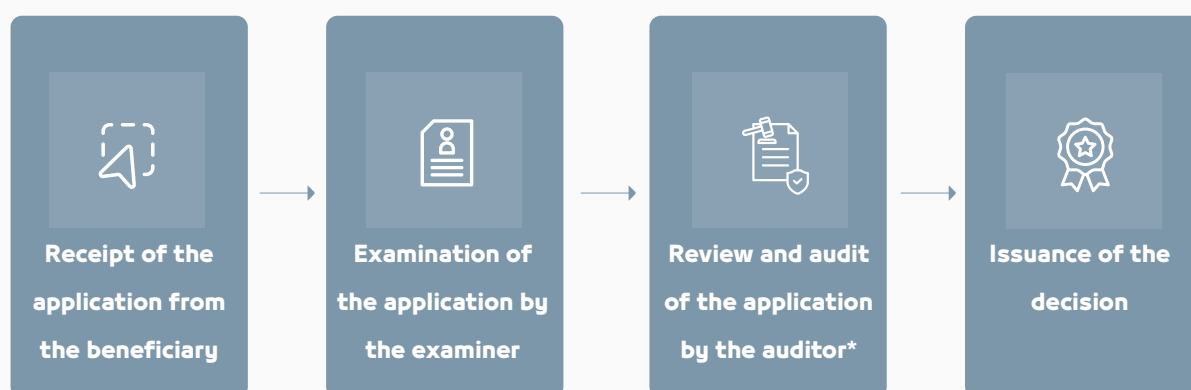
Quality Control

Quality control is considered one of the fundamental pillars for ensuring the integrity and efficiency of IP operations, as it aims to verify the compliance of examination work and operational procedures with the approved laws, regulations, and policies, thereby contributing to enhancing the reliability of decisions and raising the level of quality of the services provided to beneficiaries.

During 2025, the Executive Quality Department implemented an integrated program for controlling the quality of examination work through the assessment of samples of applications across the various IP fields, using unified assessment criteria focusing the proper application of laws, the accuracy of technical analysis, the completeness of requirements, and adherence to procedures and timelines.

Examiners within each department carry out detailed self-assessments as they conduct examinations, verifying that all requirements are met and that the work has been completed properly. The results of quality control are also analyzed by the IP operations quality team, with the aim of measuring the extent of compliance and determining improvement priorities, which strengthens the culture of continuous improvement, raises the efficiency of examination processes, and achieves the SAIP's targets in providing IP services distinguished by accuracy, consistency, and reliability.

Quality Control Mechanism



* In the event of remarks from the auditor, the application is returned to the examiner

Quality Assurance

Quality assurance works alongside quality control, and through it the level of compliance and the efficiency of processes are evaluated. The IP operations quality team manages the audit activities periodically by taking random samples (1% - 5%) of the issued decisions. These are audited by a specialized and independent team under the supervision of the Executive Quality Department.

Thereafter, the IP operations quality team analyzes the results, classifies the remarks, and reviews them with the concerned departments. Subsequently, work is undertaken to prepare the results, establish the corrective plans, issue the reports, and share them with the departments to follow up on the corrective plans.

Quality Assurance Mechanism



Audit Activities for Institutional Operations

Audit activities for institutional operations are no less important than those for IP operations. The Plan-Do-Check-Act (PDCA) cycle is applied in the execution and development of work. In addition, quality assurance processes are carried out in accordance with the annual plan to cover all internal operations, together with the preparation of corrective plans and recommendations thereon.



03

Quality

Improvement

SAIP seeks to strengthen the IP ecosystem by enhancing the efficiency of its processes and improving them by adopting targeted initiatives and analytical studies that support decision-making, achieving operational excellence, enhancing the capabilities of employees and examiners, and providing high-quality services that meet the aspirations of beneficiaries and keep pace with the accelerating developments in this field.

01 Improving Services and Technical Systems

02 Improving Processes

03 Improving Examiners' Capabilities

01 | Improving Services and Technical Systems

Technical systems are considered one of the key enablers for providing IP services with full efficiency and accuracy, and given the direct linkage between quality and the improvement of systems, the technical systems were developed to raise their efficiency in providing services to beneficiaries.

In 2025, the Quality Department participated in developing **27** services, alongside the improvement of approximately **30** procedures so that they may be aligned with the business requirements documents for the development of services.

It also took part in pilot-testing the services and in verifying their quality and effectiveness with the business owner of each service and the Executive Information Technology Department.

The quality of technical systems is therefore integral to SAIP's strategic direction, reflecting the attention given to providing IP services at the highest levels of quality, efficiency, and speed, thereby contributing to enhancing the beneficiary experience and elevating the quality of the services.

02 | Improving Processes

Within the framework of continuous improvement, the Quality Department implemented a set of studies and initiatives aimed at improving the services provided to beneficiaries. These efforts focus on identifying challenges and their root causes, detecting operational gaps using quality tools, and proposing practical solutions grounded in international best practices. This has contributed to raising the efficiency of examination and processing operations, and improving the quality of outputs.

Trademark Registration Service and Patent Filing Service:

This study focused on the applications filed under the trademark registration service with the aim of improving the efficiency of examination, ensuring the alignment of the technical system with the documented procedures, and identifying the opportunities for improvement to enhance beneficiary satisfaction.



This study focused on the applications filed under the patent filing service with the aim of improving the efficiency of examination, ensuring the alignment of the technical system with the documented procedures, and identifying the opportunities for improvement in order to enhance beneficiary satisfaction.



Study of the Judgments Issued by the Court:

The study focused on analyzing the adverse judgments and their causes and the documented procedures associated with them, with the aim of identifying the gaps and the opportunities for improvement; a benchmarking study was also conducted with a number of international IP offices to review the practices they apply.



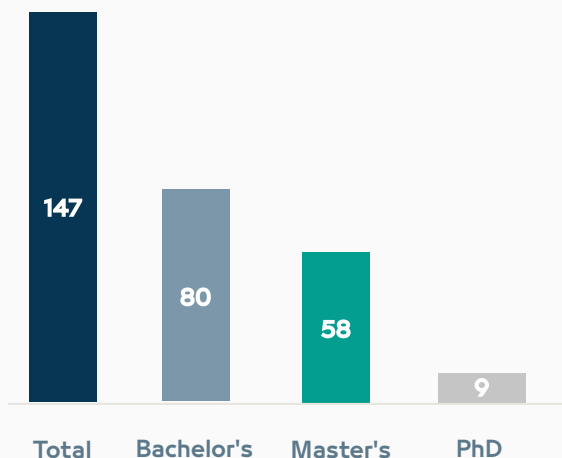
Study of IP Rights Infringement Complaints:

The study focused on analyzing the quality of IP rights infringement complaints, reviewing the mechanism for handling the complaints submitted by beneficiaries during the inspection and processing stages, and providing practical recommendations to enhance the efficiency and effectiveness of handling them.



03 | Improving Examiners' Capabilities

Intellectual property operations are considered a fundamental pillar of SAIP's intellectual property framework and are staffed entirely by Saudi examiners, with a total of **147** examiners. Our commitment to excellence is manifested in the growth of the examiner team, which is considered a key indicator for meeting the requirements in the field of IP. The examiners possess a wealth of expertise, and hold academic qualifications and high-level professional certifications from some of the world's most renowned universities. Their academic qualifications, as shown in the accompanying graph, reflect a well-balanced team of professionals holding PhD, master's, and bachelor's degrees, highlighting the depth and diversity of their knowledge.



To maintain the highest standards in the examination and registration of IP, we attach great importance to continuous professional development. In 2025, we dedicated more than **10,346** hours to professional training across more than **162** specialized courses. This intensive training keeps our examiners at the forefront of a rapidly evolving field of IP, with a high readiness to deal efficiently with its constantly changing challenges.

Conclusion

In conclusion, SAIP continues to reaffirms its commitment to instilling a culture of quality and organizational excellence through developing an integrated system based on international best practices and standards, contributing to raising the efficiency of processes, improving the quality of services, and enhancing beneficiary satisfaction, in a manner that supports the targets of Saudi Vision 2030 and strengthens the SAIP's standing as a leading entity in the field of IP.

Through the dedicated support and concerted efforts of the SAIP's employees, SAIP achieved several notable accomplishments in the field of quality during the year. These achievements included the activation of the Integrated Management System, attainment of the Bronze Level in the King Abdulaziz Quality Award, and the implementation of a range of initiatives and development projects. Collectively, these efforts contributed to enhancing operational efficiency across intellectual property operations, strengthening institutional performance, and supporting the SAIP's commitment to continuous improvement.

SAIP extends its sincere appreciation to all employees for their valuable efforts and contributions. Looking ahead, SAIP remains committed to advancing excellence and development, achieving higher standards of quality, and strengthening the value of intellectual property and its role in supporting the national economy and sustainable development.

