07/17/2025 Information

The State Agency on Intellectual Property (AGEPI) has been recertified in accordance with the international standard ISO 9001:2015, confirming, once again, the institution’s commitment to excellence, performance and continuous improvement in the provision of public services.

The recertification audit was carried out from July 14 to16, 2025, by the company “SRAC CERT” S.R.L. from Romania - member of the International Certification Network IQNet. The company’s expert assessed the degree of implementation and efficiency of the Quality Management System (QMS) implemented at AGEPI, in accordance with the requirements of the ISO 9001:2015 standard.

The audit objectives aimed at: assessing the effectiveness of the management system as a whole, in the context of internal and external changes, as well as its continued relevance and applicability in relation to the certification field; verifying how the commitment of the institution’s leaders contributed to maintaining the effectiveness and continuous improvement of the management system, in order to increase overall performance; assessing the capacity of the management system to support the achievement of the organization’s objectives and obtaining the intended results.

During the audit, the external evaluator had meetings with the Agency’s leaders, heads of subdivisions and process managers within the institution, analyzing the application of system procedures and institutional processes in relation to AGEPI’s responsibilities.

According to the auditor’s conclusions, AGEPI has made significant progress in the implementation and development of the QMS through the institution’s constant efforts to streamline internal processes.

The recertification confirms AGEPI’s commitment to remain a model of good practice in the public sector, providing high-quality services oriented towards the needs and expectations of applicants and actively contributing to the protection of intellectual property rights in the Republic of Moldova.

We remind you that AGEPI obtained its first ISO 9001:2008 certificate in 2013, accompanied by the IQNet International Certificate. Later, in 2017, during the external surveillance audit, the transition to the ISO 9001:2015 version was made, when AGEPI became the first public institution in Moldova certified in this version.

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