

07/31/2026 Information

During the period 30-31 July 2026, a new external audit mission was carried out at the State Agency for Intellectual Property (AGEPI) to supervise the Quality Management System, according to the international standard ISO 9001:2015.

The audit was carried out by an expert from the Company “SRAC CERT” S.R.L. from Romania, a member of the International Certification Network IQNet. He assessed how the institution implements and maintains the requirements of the standard, by analyzing internal documentation, verifying system procedures and institutional processes, and through direct discussions with AGEPI employees.

The audit results confirmed AGEPI’s compliance with the requirements of the Quality Management System and highlighted both existing good practices and recommendations for continuous improvement of internal processes.

Maintaining ISO certification brings tangible benefits to citizens and the business environment: more predictable and transparent services, respected resolution deadlines, clear and unified procedures, as well as a high quality of interaction with applicants. By continuously improving processes, AGEPI contributes to a more efficient protection of intellectual property rights and to increasing public trust in state institutions.

Through this mission, the Agency reconfirms its commitment to transparency, quality and integrity in its activity. The external surveillance audit represents a new step in strengthening the trust of partners and the public in the professionalism and responsibility of the institution.

We recall that AGEPI obtained its first ISO 9001:2008 certificate in 2013, accompanied by the IQNet International Certificate. In 2017, it made the transition to the ISO 9001:2015 standard, becoming the first public institution in the Republic of Moldova certified in this version. The last recertification took place in 2025, on which occasion the audit findings highlighted significant progress in the development of the agency’s Quality Management System.

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