

# 2010

ANNUAL REPORT



**NATIONAL BOARD OF PATENTS AND REGISTRATION OF FINLAND**



## CONTENTS

THE DIRECTOR GENERAL'S REPORT .....	3
ENTERPRISES AND CORPORATIONS LINE	
Virre Information Service launched .....	4
PATENTS AND INNOVATIONS LINE	
Satisfied clients and higher productivity .....	5
TRADEMARKS AND DESIGNS LINE	
Electronic applications on the rise .....	6
ASSOCIATION AFFAIRS UNIT	
New Associations Act .....	7
BOARD OF APPEAL	
Decline in number of appeals .....	8
COMMUNICATIONS, CLIENT SERVICE AND MARKETING	
Competent service .....	9
ONLINE SERVICES	
Improved online services .....	10
PERSONNEL	
Personnel Strategy facilitated by job satisfaction indicators .....	11
ECONOMY AND PERFORMANCE	
Balanced economy .....	12

---

# OUR MISSION

The National Board of Patents and Registration of Finland (NBPR) advances enterprise, innovation, and corporate activities both in Finland and internationally.

---

# OUR VALUES

Service  
Performance  
Social impact and national well-being  
Co-operation  
Responsibility  
Development

---

## DIRECTOR GENERAL

*Ms Rauni Hagman*, from 1 September 2010

## BOARD OF DIRECTORS

Chair

- **Mr Jorma Turunen**, CEO,  
Federation of Finnish Technology Industries

Vice Chair

- **Mr Risto Paaermaa**, Director,  
Ministry of Employment and the Economy

Members

- **Mr Teemu Japissou**, Secretary General,  
Finnish Sports Federation
- **Ms Riitta Varpe**, Managing Director,  
Service Sector Employers PALTA
- **Ms Tuija Soanjärvi**, CFO,  
Itella Corporation
- **Mr Matti Pursula**, Professor,  
Aalto University
- **Ms Viveca Still**, Head of Copyright Unit,  
Ministry of Education and Culture

## SATISFIED NBPR CLIENTS



The global recession in 2010 affected the activities of the National Board of Patents and Registration (NBPR). However, through careful planning and by cutting expenses we managed to raise our labour productivity by 3.4%.

On average, the processing times of applications and notifications met the targets set. We launched new services, such as the Virre Information Service for foundation, enterprise mortgage and Trade Register information, and the electronic processing system of the Register of Associations. We also published patent applications from 2001 onwards on the Internet.

Our electronic services were very popular: over 1.8 million visits to our website prh.fi; more than 17 million searches in the Business Information System (BIS); and over 90% of patent applications were filed electronically, as were half of the notifications to the Register of Associations. However, despite the growth in electronic communication, our face-to-face client service still had around 47,000 personal visits.

In the client satisfaction survey we received a rating of 4.0, on a scale from 1 to 5. Clients were particularly satisfied with our staff's competence and willingness to be of service. In 2010, the Ministry of Employment and the Economy carried out a survey according to which the NBPR is one of Finland's best-run government agencies. As targets for development, the survey pinpointed electronic services and the reform of the organisation.

Our personnel development plan for 2010 was successfully put into action in spite of the challenging economic situation. We began to implement our new personnel strategy, and drew up our first equality plan.

Because of some foundations' funding of political campaigns and loans to fellow organisations, the NBPR also hit the headlines several times during the year.

The advanced services of the NBPR now play – and will continue to do so in the future – a most significant role in promoting enterprise, innovation, and corporate activities.

A handwritten signature in blue ink, which appears to read 'Rauni Hagman'. The signature is fluid and cursive.

**Rauni Hagman**



# VIRRE INFORMATION SERVICE LAUNCHED

The Enterprises and Corporations Line maintains the Trade Register, the Enterprise Mortgage Register, and the Register of Foundations, and publishes financial statements. It also supervises the administration of foundations.

When a company or a foundation is established, the Enterprises and Corporations Line checks that the establishment documents are legally valid and registers them. Changes to company details are also registered. When a company registers with the Trade Register, it acquires its first IP right; the company name.

## **MORE START-UPS, FEWER UPDATES TO COMPANY DATA**

In 2010, 30,600 new enterprises entered the Trade Register records, which means an increase of 3.2% from the previous year. On the other hand, the number of amendment and termination notifications was 5% less than 2009.

Some 89% of companies' financial statements were submitted electronically via the Tax Administration. All in all, 153,152 companies filed their financial statements for registration. This means an increase of 0.6% in the number of registered financial statements.

## **OVER HALF OF AMENDMENTS TO CONTACT DETAILS MADE ELECTRONICALLY**

We received an increasing number of amendments to companies' addresses and other contact details electronically through the BIS Service, which we jointly run with the Tax Administration. Of the total number of notifications (30,000), about 53% was registered electronically.

In 2010, we began building a system for electronically establishing limited liability companies.

## **NEW INFORMATION SERVICE LAUNCHED**

Our ongoing data system reform NOVUS reached an important landmark when the Virre Information Service was launched in December. The service offers information from our registers on foundations, enterprise mortgages, and businesses. At the end of 2010, two-thirds of the Novus project had been completed.

Another positive achievement was the launching of a new system for the comparison of business names.

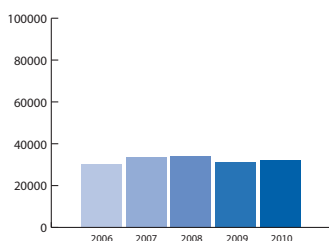
## **SUPERVISION OF FOUNDATIONS**

Our foundation supervision unit continued investigations into whether certain foundations had followed their own rules and the relevant legislation. Foundations' election funding, and loans granted to close associates received a great deal of media attention in 2010.

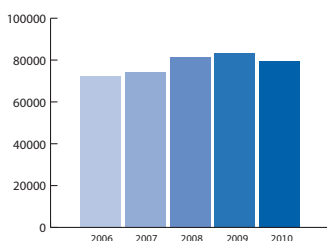
## **ADVISORY COMMITTEE FOR ENTERPRISE ISSUES**

The Advisory Committee for Enterprise Issues comprises both NBPR and business life representatives. The Committee contributes to the development of the Enterprises and Corporations Line and the Trademarks and Designs Line by communicating client perspectives and the views of Finnish businesses to us.

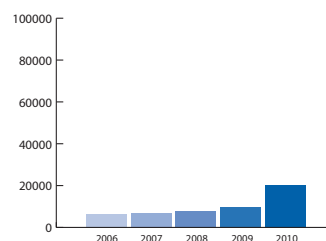
START-UP NOTIFICATIONS  
(NEW BUSINESSES)



NOTIFICATIONS ON AMENDMENTS OR  
TERMINATION OF BUSINESS



CONTACT INFORMATION  
NOTIFICATIONS



# SATISFIED CLIENTS AND HIGHER PRODUCTIVITY

The main function of the Patents and Innovations Line is to examine the novelty and patentability of inventions described in patent applications, and to register utility models.

## INCREASE IN TOTAL DEMAND

The amount of international (PCT) patent applications grew from 2009, and utility model registrations in particular showed a strong upward trend.

The same companies have dominated the top of the biggest business applicants list year after year, only their order has varied. In 2010, the list was topped by VTT Technical Research Centre of Finland, leaving Metso Paper a close second. However, if utility models are included, Metso Paper continues to be our biggest applicant. Nokia in turn submitted the biggest number of international patent applications.

We succeeded in balancing our operations during the year under review, and our productivity was well over the goal set in the performance agreement.

## ACKNOWLEDGED PERFORMANCE

At the end of 2010, the ISO 9001:2008 quality certificate for the management control system of the Patents and Innovations Line was renewed for a further three years. The assessment report states that the line is deeply committed to delivering performance of high quality and developing its practices.

Today, it is possible to file patent and utility model applications electronically around the clock on any day of the week, which seems to suit clients, as more than 90 per cent of applications are filed electronically. As well as the PatInfo patent register, we now offer a service especially wished for by our clients – the electronic application folder – which enables them to study official patent applications from 2001 onwards on the Internet. We have also started to experimentally send decisions on PCT applications electronically to pilot clients. After the pilot period, the practice will be extended to apply to all patent applicants who want to use this service.

## INTERNATIONAL PATENT CO-OPERATION NETWORK IS EXTENDED

The Patent Prosecution Highway (PPH) network was extended in 2010. PPH agreements make it possible for Finnish patent applicants to speed up the processing of their applications. In the year under review, we concluded agreements

with Austria, South Korea, Russia and Canada. Applicants who have received a positive PCT opinion can now request faster processing of their applications in any PPH country.

An amendment to the Patents Act enabling Finland to join the London Agreement was put forward for consideration by Parliament in the autumn of 2010. According to the amendment, only the claims of a European patent have to be translated into Finnish or Swedish when validating the patent in Finland. The language requirements for the national patent will be changed correspondingly. Thus, clients will be able to file an application drawn up in English for overall processing in English, and language requirements the same as those for the European patent will apply to the grant of a patent.

The changes will improve the NBPR's ability to serve our clients, especially those operating in the export industry.

<b>PATENT APPLICATIONS</b>	<b>2009</b>	<b>2010</b>
Patent applications	1933	1833
domestic	1805	1731
foreign	128	102
Patents granted	1055	923
PCT applications		
Received (RO)	1165	1182
Novelty search by the NBPR (NBPR = ISA)	852	917
Preliminary examination of patentability by the NBPR (NBPR = IPEA)	130	115
European patents validated in Finland	4556	4644
Patents in force at the end of the year		
Granted by the NBPR	13 401	12 216
Granted by the European Patent Office	33 893	34 406
<b>UTILITY MODEL APPLICATIONS</b>	<b>2009</b>	<b>2010</b>
Utility model applications	479	559
domestic	449	528
foreign	26	29
Registered utility models	399	456
Utility models in the register at the end of the year	2995	2927

## ELECTRONIC APPLICATIONS ON THE RISE

The Trademarks and Designs Line processes applications for trademarks and designs, and keeps registers of these rights. We offer our clients and interest groups advanced information and advisory services.

### NATIONAL TRADEMARK APPLICATIONS ON THE INCREASE

Total demand was at the previous year's level, i.e. about 23,000 applications, notifications or other requests. After the steep decline in the number of new trademark applications in 2009, 2010 saw the number increase slightly. Trademark and design registration renewals were also on the rise.

A total of 3,700 new trademark applications were filed, which is 3.7% more than the year before. Some 1,800 international trademark registrations designated Finland, resulting in a decrease of 14% from the year before. The number of trademark renewals went up by 5.2%.

At the end of 2010, our Trademark Register contained 76,294 valid trademarks.

The total number of design applications was 187, which is 19% less than the year before. In contrast, the number of design registration renewals grew by 20%.

At the end of the year under review, the Designs Register contained 3,600 valid registrations.

As much as 40% of national trademark applications were filed electronically in 2010, which shows how popular our electronic trademark application is with clients.

### PARLIAMENT ADOPTS AMENDMENT TO THE REGISTERED DESIGNS ACT

An amendment to the Registered Designs Act, which was under consideration for a long time, was adopted by Parliament on 13 October 2010. At the same time, Parliament approved Finland's accession to the Geneva Act of the Hague Agreement Concerning the International Registration of Industrial Designs.

### NATIONAL TRADEMARKS

	2009	2010
Trademark applications.....	3 629	3 764
domestic .....	3 165	3 335
foreign .....	464	429
Processed applications .....	4 462	4 417
Applications pending at the end of the year.....	2 108	2 272
Preliminary searches .....	223	249
Processing time (months) .....	5.0	4.9

### NATIONAL DESIGN RIGHTS

	2009	2010
Applications for design registration .....	231	187
Designs included in above applications.....	369	324
Designs included in processed applications.....	394	358
of which registered designs .....	292	236
Renewal and amendment applications .....	394	472
Designs pending at the end of the year.....	252	220
Preliminary examinations .....	8	8
Processing time (months) .....	7.9	7.6

### TOTAL DEMAND – TRADEMARKS

	2009	2010
National trademark applications.....	3 629	3 764
International; designating Finland.....	2 047	1 764
International; Finland as country of origin .....	251	220
International; renewals and changes .....	10 237	9 794
National renewal and amendment applications .....	5 687	6 315
Other demand *) .....	479	520
<b>Total .....</b>	<b>22 330</b>	<b>22 374</b>

### TOTAL DEMAND – DESIGNS

	2009	2010
Designs applied for .....	369	324
Other demand *) .....	45	26
Renewal and amendment applications.....	394	472
<b>Total .....</b>	<b>808</b>	<b>822</b>

	2009	2010
<b>Total demand.....</b>	<b>23 138</b>	<b>23 196</b>

\*) other demand includes oppositions, preliminary examinations, applications concerning trademarks with a reputation, and applications transmitted to OHIM

# NEW ASSOCIATIONS ACT

By maintaining the Register of Associations, which enables free civic activities, and the Register of Religious Communities, the Association Affairs Unit implements the rights of freedom of association and freedom of religion guaranteed by the Constitution of Finland.

New associations, dissolutions, and rule amendments are entered into the Register of Associations. We record changes to the details of board chairpersons and signatories, and, upon request, we can pre-check an association's suggested rules or rule amendments. We also maintain a record of the Finnish chambers of commerce – their rules, signatories, and board and committee members – updating the information as changes are made.

The Register of Religious Communities contains the details of both the communities and their registered congregations.

## REMOTE ATTENDANCE NOW POSSIBLE

An amended Associations Act came into force on 1 September 2010, which contains a provision allowing remote attendance of meetings, and one that obliges executive committees to ensure proper bookkeeping and financial management. According to the new law, inspection of operation now replaces lay audit. The biggest amendment – enabling remote attendance of association meetings – reflects a culture change in association activities. The updated Associations Act now better accommodates modern forms of contact and communication.

## CIVIC ACTIVITY CONTINUES TO THRIVE

In 2010, the Register of Associations contained 131,738 associations, and 2,268 new entries were made. The Register of Religious Communities comprised 358 communities and registered congregations.

In the course of the year, we received 20,621 notifications concerning either the establishment or dissolution of associations, rule amendments and changes in signatory rights. Furthermore, 155 preliminary check applications, 30 applications for exemption, and 64 notifications concerning religious communities were submitted. All in all, we made 19,459 decisions. We provided advice to our clients by telephone and email on questions relating to the Associa-

tions Act, association rules and their interpretation, as well as best practices for associations.

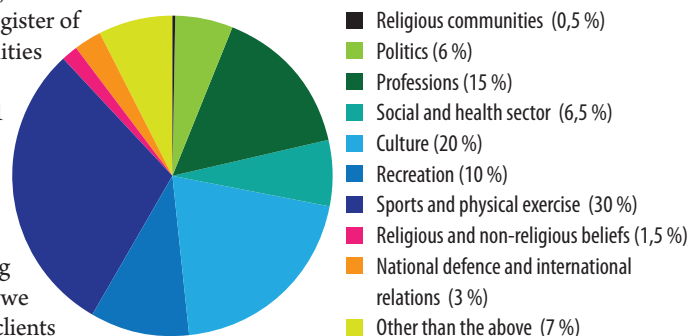
Our new, browser-based system for the processing of notifications was launched in 2010. Many of our staff were involved in its implementation, which in turn caused minor delays in the processing of notifications. In 2010, we processed basic notifications in a little less than two months, notifications concerning rule amendments in about eight months, and dissolutions in about three months. Signatory changes were processed in one month.

A new, more in-depth classification of operating sectors made in co-operation with Jyväskylä University was published in 2010. The classification covered 58,766 registered associations.

## ADVISORY COMMITTEE FOR ASSOCIATIONS

The Association Affairs Unit constantly monitors changes in Finnish society, and the Advisory Committee for Associations serves as a link between the unit and its interest groups. It processes legislative issues of importance to organisations, as well as issues relating to other fields. The committee has representatives from the six largest political parties in Finland, from central labour market organisations, and from organisations in commerce, agriculture, sport, and the social sector.

ASSOCIATIONS BY OPERATING SECTOR





## BOARD OF APPEAL

# DECLINE IN NUMBER OF APPEALS

The Board of Appeal, a separate unit within the NBPR, processes and decides on appeals against decisions made by the NBPR.

In 2010, the majority of appeals received and processed by the board related to trademark and patent decisions. Compared to 2009, the number of filed appeals declined by 30%. Around half of the processed patent appeals and around a quarter of the processed trademark appeals were further

appealed to the Supreme Administrative Court.

In 2009, the Ministry of Justice set up a working group to prepare the centralisation of the litigation of intellectual property right matters at the Market Court. The work was completed in March 2010. The group proposes that the processing of appeals against the NBPR's decisions be mainly turned over to the Market Court, and, in some cases, to the Administrative Court of Helsinki.

### BOARD OF APPEAL STATISTICS 2009 AND 2010 (2009 IN BRACKETS)

	Patents	Trade- marks	Design rights	Trade Register	Utility models	Register of Associations	Foundations	Total
Cases lodged with the Board of Appeal	18 (26)	74 (115)	1 (11)	4 (3)	2 (6)	1 (1)	0 (0)	100 (162)
Cases decided by the Board of Appeal	23 (33)	133 (133)	16 (0)	2 (2)	4 (5)	0 (0)	0 (0)	178 (173)
Amendments to decisions by the NBPR	5 (15)	24 (20)	0 (0)	0 (1)	2 (2)	0 (0)	0 (0)	31 (34)
Opinions given to the Supreme Administrative Court	11 (7)	32 (24)	1 (0)	0 (0)	1 (5)	0 (0)	0 (0)	45 (36)
Cases undecided at the end of the year	21 (26)	241 (300)	1 (16)	5 (3)	7 (9)	2 (1)	0 (0)	277 (355)

## COMPETENT SERVICE

We conducted a client survey in November and December, which showed that satisfaction with our services has remained at the same excellent level for the last ten years. We succeeded in reaching the target of 4.0 on a scale of 0 to 5. Our clients were particularly satisfied with our service-minded and competent staff.

Our library moved to new premises at the end of the spring – the entrance to the library is now via the main entrance on Arkadiankatu. The new premises make it easier for our clients to find collections and services. The library also provides guidance on how to use our patent, trademark and Trade Register databases. We have received positive feedback from our clients regarding the new library premises and services, and the number of clients has multiplied.

Although the use of our online services has increased rapidly, the need for personal advice and service still exists – about 47,000 clients visited our PatRek Client Service in 2010.

We upgraded our website in Finnish, English and Swedish: the home page of the website and the main pages of our line units are now portal-like. We also improved our communication activities on the website and refreshed the content of the site. In 2010, our website had just over 1.8 million visits – 4% of which were made to the Swedish pages, and 6% to the English pages.

### COURSES AND EVENTS

The Marketing and Business Services Unit markets and develops our commercial services, i.e. our information and search services, courses, and web services, and disseminates patent information within businesses and interest groups. In 2010, the unit organised 11 courses subject to a fee for businesses, people involved in business services, experts and agents. Our office, together with Enterprise Finland, also held 17 courses for business advisors.

The unit continued with its work to implement the national IPR Strategy, including the comprehensive training of business advisors and technology experts together with the Foundation for Finnish Inventions.

We attended the Oma Yritys fair for start-up businesses in collaboration with other Enterprise Finland service providers, and the Subcontracting Fair together with the Centre for Economic Development, Transport and the Environment for Pirkanmaa.

In 2010, we had two public exhibitions: an exhibition on the prize-winning innovations from the Innofinland 2009 Contest, and the “175 Years of Heritage – The Manufacture Board and its Successors” exhibition. The latter exhibition dealt with the early stages of Finnish industrialism and the development of industrial properties, as well as our office’s predecessors. This impressive exhibition was the last to be held at our office.

### USERS – A SOURCE OF INNOVATION

The theme for Innofinland 2010 was “Users – a source of innovation”. Its message was: to be successful in marketing your products and services, you must meet users’ needs, and involve them in innovation from the very beginning.

Innofinland Prizes of the President of the Republic 2010

- **Matti Järvinen Sport Oy**, Lappeenranta: A patented, nano-technology-based ski base coating that makes skis glide but prevents them sliding backwards
- **Telespro Finland Ltd**, Kuopio: A T-Balance outfit made from a special material that prevents patients’ loss of heat during surgical procedures
- **WOT Services Ltd**, Helsinki: Web of Trust – a community-powered surfing tool that boosts trust on the Internet, based on user evaluations

Conscripts, schoolchildren and students were also awarded in the Innoint and Innoschool Contests in connection with the Innofinland Contest.

Read more about the contests and the prize winners at [www.innosuomi.fi](http://www.innosuomi.fi).

# ONLINE SERVICES



## IMPROVED ONLINE SERVICES

In December 2010, the Enterprises and Corporations Line launched the Virre Information Service, which is open around the clock and provides register information on businesses, foundations and enterprise mortgages. The basic details of businesses and foundations can be accessed free of charge. Clients also get easy, immediate access to electronic Trade Register extracts, financial statements, and other register documents by paying for them by credit card or by using their Internet bank codes. Our application services providing access to registered details were also upgraded – it is now easier for businesses and authorities to have information on businesses and foundations directly delivered to their own applications through a technical interface, and to automate the processing of such information.

In 2010, company information was retrieved 17.4 million times through the BIS Search information service, which we jointly maintain with the Tax Administration. The demand for other registered company details also increased: 2.4 million online searches were made in the Trade Register and our annual accounts image archive.

### **ALL RELEVANT PATENT INFORMATION AVAILABLE ON THE INTERNET**

The aim of the Patents and Innovations Line's strategy is to make all patent information easily accessible to clients via the Internet. Our up-to-date registers and records of applications have been available online for several years. All Finnish patents, and the independent claims and drawings of utility

models, are also accessible via the Internet, as are the electronic application folders of all published patent applications. In other words, all relevant patent information is available online.

Clients have been able to file patent applications online with us since 2001, and since 2009 they have been able to electronically send us additional documents after the application has become pending. The basic steps of the application process can therefore be carried out electronically. In 2010, over 90% of all applications were filed online.

### **BROWSER-BASED PROCESSING SYSTEM FOR THE REGISTER OF ASSOCIATIONS**

In December 2010, the Register of Associations introduced its browser-based processing system, enabling the rapid processing of electronic notifications. However, a new step had to be included in the processing of notifications submitted on paper, and the processing of such notifications will therefore take slightly longer at first. The real benefits of the system will be seen at the end of 2011, when self-registration and the system for federation departments to register model rules are introduced.

Online filing is growing in popularity. In 2010, a total of 8,442 electronic notifications were filed with the Register of Associations, which is 41% of all notifications submitted. It is easiest for hobby associations to submit their notification online by using the electronic establishment package – when the package is used, we only check the name of the association. We received 475 notifications of this kind in 2010.

# PERSONNEL STRATEGY FACILITATED BY JOB SATISFACTION INDICATORS

## PERSONNEL

At the end of 2010, the NBPR employed a total of 470 employees; 27 less than the previous year. The number of person-years was 454. The average employee age, at 47.2, was 0.6 years higher than earlier.

Our Personnel Strategy contains five success factors. These factors are monitored with the help of specified indicators or key figures and target values, which we now follow up for the first time. A major part of the results were acquired with the help of the VMBaro work satisfaction barometer.

The **skills improvement** success factor was measured by the number of training days per person-year. The target was 5.5 days, but the outcome was slightly under 3. The five questions dealing with the opportunities for skills improvement resulted in an average score of 3.34, whereas the target was 3.5, on a scale of 1-5.

**Change management** was measured by asking a question on the clarity of our result targets and other work-related targets. The outcome, 3.57, was slightly below our goal of 3.7.

The **support of productive working** indicator constituted the average of overall work satisfaction. The outcome, 3.38, was slightly lower than the target, 3.7.

**Ensuring wellbeing at work** was covered by four questions concerning the working conditions, and with an outcome of 3.71, was slightly below the target value of 3.8. Another indicator was sickness absences. Their number had increased from the previous year to 9.2 days per person-year.

**Promotion of interaction and communication** was evaluated through a question on the openness of the work community in the preparation and making of decisions. Although our target was 3.2, the result remained at around 3.

### HR DEVELOPMENT AND WORKPLACE HEALTH PROMOTION IN A CHALLENGING ECONOMIC SITUATION

Our Personnel Development Plan for 2010 was successfully implemented in spite of our challenging economic situation. Directly work-related training of staff was carried out by the lines and units themselves. Despite all this however, the number of training days actually decreased due to the strains on our economy.

“Wellbeing shows” was the theme for our workplace health promotion (WHP) in 2010. It was the topic of several lectures and of every issue of the staff newsletter. Other recreational events included the “Women’s Ten” fun run, and WHP and recreation days. Exercise classes were provided for the staff, as in the previous year.

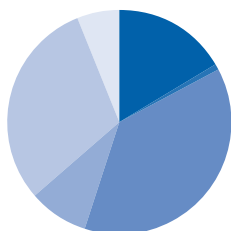
### SLIGHT DECLINE IN WORK SATISFACTION FIGURES

The overall average results of our annual work satisfaction survey went down by one-tenth from the previous year to 3.4. However, the changes in responses within the sets of questions were rather small.

Our working conditions, work environment and co-operation, job content, and positive challenges again stood out as our strengths. The following areas received the highest ratings: balance between work and family life (4.2), being fairly and decently treated by co-workers (3.8), and independence at work and control over one’s job content (3.8). In line with previous years, there is still room for improvement in attitudes to pay and internal communication, since their scores are slightly under 3. The overall averages did not show any significant difference between the sexes, even though men were about one-tenth more satisfied than women.

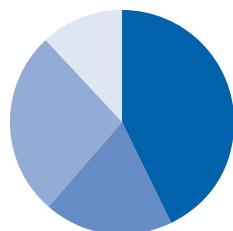
We can aim for higher job satisfaction in the future through consistent management, proactive communication, and open interaction. One element of this work is our Equality Plan, which was drawn up during the year.

NUMBER OF PERSONNEL IN PERSON-YEARS 2010



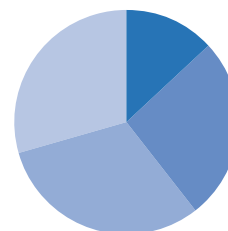
Administration (incl. Board of Appeal, Communications, PatRek, PIT)	75
Marketing and Business Services Unit	4
Patents and Innovations Line	171
Trademarks and Designs Line	39
Enterprises and Corporations Line	137
Association Affairs Unit	28

PERSONNEL BY EDUCATIONAL ATTAINMENT ON 31 DEC. 2010



Master's degree, Postgraduate	202
Polytechnic/Bachelor's Degree	87
Upper secondary education (upper secondary school, college or vocational education or comparable)	126
Basic education	55

PERSONNEL BY AGE GROUP ON 31 DEC. 2010



under 24	1
25-34	61
35-44	124
45-54	146
over 55	138

# ECONOMY AND PERFORMANCE

## BALANCED ECONOMY

The NBPR reached most of its performance and financial targets defined in the 2010 performance agreement signed with the Ministry of Labour and the Economy. Although the economic recession affected our income at the beginning of the year, we gradually managed to steer our economy on a more positive course through strict expenditure control and careful planning.

Our income amounted to €45.2 m. Half of this was derived from service fees from the clients of the Enterprises and Corporations Line, and almost 40% from the clients of the Patents and Innovations Line. Our income increased by €4.7 m from the previous year, i.e. by almost 12%.

Our total operating expenditure amounted to €47.2m. Staff expenses were our biggest single expenditure item, at €23.8m. External services were bought for €11.2m and rents paid for amounted to €5.4m. Investments during the year totalled €4.5m.

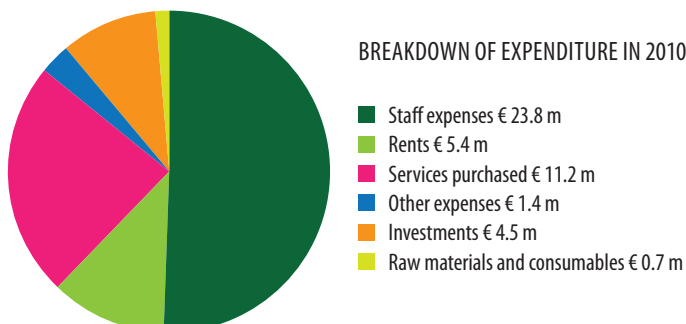
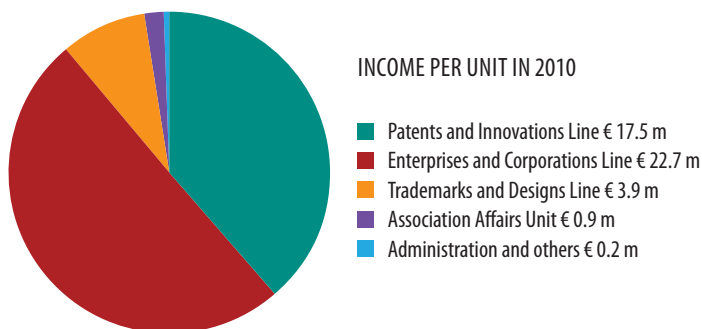
As much as 96% of our total expenditure in 2010 was covered by our income. The rest was covered by budget appropriations.

Our affordable prices and good availability of services encouraged our clients to consult increasingly our electronic services. This contributed to better effectiveness of our operations.

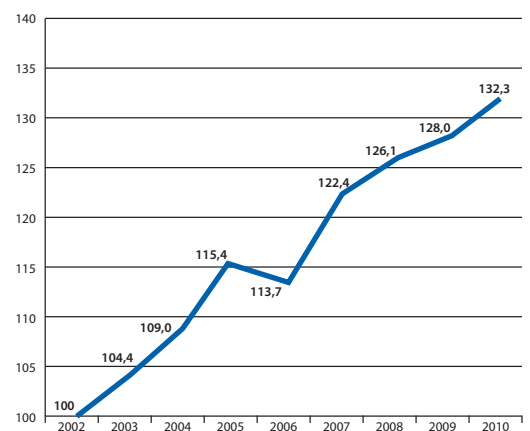
### MORE EFFECTIVE OPERATION

With the recession easing off, the number of notifications and applications we received grew by 2.6%. Together with our efforts to improve our operations, this increased our productivity by 3.4%. Since the early 2000's, our productivity has increased by more than 25% altogether.

On average, the processing times of applications and notifications were on target. Our customers have noticed the constantly improving quality of our service: in our client satisfaction survey, the average grade they gave our operations was 4.0, on a scale from 1 to 5, which is on the same level as in our previous survey from 2008. Differences in client satisfaction between our various services were smaller than in previous years.



**DEVELOPMENT OF PRODUCTIVITY OF WORK IN 2002–2010 (year 2002=100)**





## **NATIONAL BOARD OF PATENTS AND REGISTRATION**

Innohouse, Arkadiankatu 6 A, Helsinki  
Tel. +358 9 6939 500 • Fax +358 9 6939 5328  
Email: registry@prh.fi • firstname.lastname@prh.fi  
www.prh.fi

**Visiting addresses**  
PatRek Client Service, Arkadiankatu 6 A, Helsinki  
Patent Library, Arkadiankatu 6 A, Helsinki

Registry and administration  
Enterprises and Corporations Line  
Patents and Innovations Line  
Trademarks and Designs Line  
Marketing  
Association Affairs Unit  
Communications and Community Relations  
Board of Appeal

P.O.Box 1140, 00101 Helsinki  
P.O.Box 1150, 00101 Helsinki  
P.O.Box 1160, 00101 Helsinki  
P.O.Box 1170, 00101 Helsinki  
P.O.Box 1180, 00101 Helsinki  
P.O.Box 1190, 00101 Helsinki  
P.O.Box 1140, 00101 Helsinki  
P.O.Box 1140, 00101 Helsinki