

Program and Budget Committee

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INTERNAL OVERSIGHT DIVISION (IOD) VALIDATION OF THE WIPO PERFORMANCE REPORT 2022/23

prepared by the Secretariat

1. The Validation Report on the WIPO Performance Report (WPR) has been prepared by the Internal Oversight Division (IOD) to provide support to ensure the reliability and authenticity of the WPR for 2022/23 (document WO/PBC/37/7). The Validation Report provides IOD's main findings, conclusions, and recommendations from the validation exercise.

2. The following decision paragraph is proposed.

3. The Program and Budget Committee (PBC) took note of the "Internal Oversight Division (IOD) Validation Report of the WIPO Performance Report 2022/23" (document WO/PBC/37/8).

[IOD Validation Report follows]

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LIST OF ACRONYMS

ERs	Expected Results
IOD	Internal Oversight Division
IP	Intellectual Property
MTSP	Medium-Term Strategic Plan
PBC	Program and Budget Committee
PD	Performance Data
PI	Performance Indicator
PoW&B	Program of Work and Budget
PPBD	Program Performance and Budget Division
RBM	Results-Based Management
TLS	Traffic Light System
WIPO	World Intellectual Property Organization
WPR	WIPO Performance Report

LIST OF WIPO SECTORS, AS DEFINED IN THE 2022/2023 WPR

AFM	Administration, Finance and Management
BD	Brands and Designs
CCI	Copyright and Creative Industries
GCP	Global Challenges and Partnerships
IP	Infrastructure and Platforms
IE	IP and Innovation Ecosystems
PT	Performance Indicator
RND	Regional and National Development

EXECUTIVE SUMMARY

1. The World Intellectual Property Organization (WIPO) assesses the performance of its Sectors annually based on an approved performance framework. This Internal Oversight Division (IOD) report is an independent validation of the WIPO Performance Report (WPR) for the 2022/23 biennium, in line with IOD's 2024 Oversight Plan.¹ This is the eighth validation exercise undertaken by IOD since 2008. The objectives of this validation were to:

- (a) Provide an independent verification of the reliability and authenticity of performance information contained in the 2022/23 WPR; and
- (b) Follow up on the implementation status of recommendations from the previous validation reports through documentary and other corroborative evidence.

2. Following the adoption of the new WIPO Medium-Term Strategic Plan (MTSP) 2022-2026² and the reduction of the number of individual WPRs performance indicators (PIs) and performance data (PD),³ IOD modified the WPR Validation methodology⁴ to include a higher sample (50 per cent) of PIs and PD to be validated, allowing for better coverage of indicators and data, randomly selecting half (38) of the 76 indicators and covering the remaining ones in the following biennium. With this approach, all indicators will be looked at once every two biennia, further heightening the assurance level provided to Member States.

3. The new methodology also introduces enhanced validation criteria: Relevance, Reliability and Accuracy, Accessibility and Clarity, Coherence and Comparability, Cross-functional collaboration and knowledge sharing. The new criteria are comparable with WPR 2020/21⁵ while bringing new dimensions to better align with the new MTSP. For example, the new criteria cover organizational learning and its use in process-related aspects, including behavioral elements such as cross-functional collaboration.

4. IOD noted the overall improvement of performance data qualities. The overall assessment of 38 PD (100 per cent) is "Sufficiently meets criteria," which is an increase from 94 per cent in WPR 2020/21. Similar to the previous WPR exercise, the accuracy of self-assessments against the Traffic Light System⁶ (TLS) was 100 per cent.

5. The validation identified one case where no data was accessible due to insufficient consistency of questionnaires to assess participants' satisfaction level in WIPO training and skills development programs in Africa in 2023.⁷ The issue was identified as a lesson learned, and mitigation actions were taken to make this data available for 2024.

6. One pending recommendation from WPR 2020/21 on the Recruitment Lead Time Performance Indicator is no longer applicable. The subsequent analysis indicated a low impact of recommended methodology changes; moreover, the PI concerned was discontinued in PoW&B 2022/23.

¹ <https://intranet.wipo.int/export/sites/intranet/homepages/iod/en/documents/2024-oversight-workplan.pdf>

² https://www.wipo.int/meetings/en/doc_details.jsp?doc_id=541373

³ The Organization's Program of Work and Budget for 2022/23 was restructured to move from a Program-based structure to a more strategic Sector-based structure, with a significantly reduced set of organizational ERs and PIs. The number of ERs and PIs has respectively decreased from 38 to 16, and 288 to 76 in the 2022/23 biennium.

⁴ Revised Validation Methodology for the WIPO Performance Report, July 15, 2022, IOD Ref: EVAL 2021-06.

⁵ https://www.wipo.int/edocs/mdocs/govbody/en/wo_pbc_34/wo_pbc_34_8.pdf

⁶ A self-assessment system used to rate the achievement of the target set for each PI (Fully achieved; Partially achieved; Not achieved; Not assessable; Discontinued).

⁷ Performance Indicator: Level of satisfaction of participants in WIPO training and skills development programs.

1. INTRODUCTION

7. Every year, WIPO Sectors self-assess their performance against targets set by the biennial Program of Work and Budget⁸ (PoW&B), which provides the framework for measuring their performance within the Organization. WIPO Sectors report on their achievement of PIs to PPBD, who then checks and consolidates this information to produce the WPR.

8. The Secretariat submits the WPR to Member States through the Program and Budget Committee (PBC).

9. Once in two years, IOD validates a sample of PIs and related PD that are included in the end-biennium WPR on organizational performance during the biennium. In addition, IOD verifies the accuracy of self-assessments made by Sectors against TLS. This is the eighth independent validation of WPR conducted by IOD.

2. WPR VALIDATION OBJECTIVES

10. The objectives of this validation exercise were to:

(a) Provide an independent verification of the reliability and authenticity of information contained in the 2022/23 WPR; and

(b) Follow up on the implementation status of recommendations from the previous validation report through documentary and other corroborative evidence.

3. WPR VALIDATION SCOPE AND METHODOLOGY

11. The independent validation of WIPO WPR covered the 2022/23 biennium.

12. Following the adoption of the new WIPO MTSP 2022-2026⁹ and the reduction of individual WPR PIs and PD,¹⁰ IOD reviewed its WPR Validation methodology¹¹ which includes a higher sample (50 per cent) of PIs and PD to be validated, allowing for better coverage of indicators and data, randomly selecting half (38) of the 76 PIs and covering the remaining ones in the following biennium. With this approach, all indicators will be looked at once every two biennia, further heightening the assurance level provided to Member States.

13. The new methodology also introduces enhanced validation criteria: Relevance, Reliability and Accuracy, Accessibility and Clarity, Coherence and Comparability, Cross-functional collaboration and knowledge sharing. While comparable with WPR 2020/21, the new criteria bring new dimensions that better align with the new MTSP. For example, organizational learning and its use in process-related aspects, including behavioral elements such as cross-functional collaboration are included.

14. The IOD validation consisted of verifying and validating PD reported in individual WPR submissions by Sectors against a set of validation criteria set-out in the **Figure A** below. The

⁸ https://www.wipo.int/edocs/pubdocs/en/wipo_pub_360_pb22_23.pdf

⁹ https://www.wipo.int/meetings/en/doc_details.jsp?doc_id=541373

¹⁰ The Organization's Program of Work and Budget for 2022/23 was restructured to move from a Program-based structure to a more strategic Sector-based structure, with a significantly reduced set of organizational ERs and PIs. The number of ERs and PIs has respectively decreased from 38 to 16, and 288 to 76 in the 2022/23 biennium.

¹¹ Revised Validation Methodology for the WIPO Performance Report, July 15, 2022, IOD Ref: EVAL 2021-06.

examples of cross-functional collaboration and knowledge sharing reported in WPR were analyzed, and the accuracy of the Traffic Light System (TLS) assessed. **Annex I** of this report includes the validation criteria used in WPR 2022/23. The full details on validation criteria are available in the IOD Revised Validation Methodology for the WPR.¹²

15. As part of the validation, IOD reviewed relevant documents and interviewed key stakeholders as required. The validation fieldwork took place between March 15, 2024, and April 15, 2024.

4. WPR VALIDATION OBSERVATIONS

16. The results of the individual validation assessments conducted on the 38 randomly selected PIs (**Annex II**) and their respective PD are presented in the Figure below.

Figure A: Results of the individual validation assessments by Sector

Sector	Relevance	Accessibility and Clarity		Accuracy	Coherence and Comparability			Overall Performance Data Assessment	TLS Assessment
	Sufficiently meets criteria	Sufficiently meets criteria	Partially meets criteria	Sufficiently meets criteria	Sufficiently meets criteria	Partially meets criteria	No baseline, New KPI	Sufficiently meets criteria	Accurate
AFM	7	7	-	7	7	-	-	7	7
BD	1	1	-	1	1	-	-	1	1
CCI	1	1	-	1	1	-	-	1	1
GCP	4	4	-	4	3	-	1	4	4
IE	7	7	-	7	6	-	1	7	7
IP	3	3	-	3	3	-	-	3	3
PT	2	2	-	2	2	-	-	2	2
RND	3	3	-	3	2	-	1	3	3
SoDG	6	6	-	6	6	-	-	6	6
Cross-Sector	4	3	1	4	3	1	-	4	4
Total	38	37	1	38	34	1	3	38	38
2022/23	100%	97%	3%	100%	89%	3%	8%	100%	100%
2020/21	91-94%	88-97%	3-9%	88%				94%	100%

Note: The assessment of criteria is not fully comparable to the previous WPR 2020/21. Annex I compares validation criteria and ratings between WPR 2020/21 and WPR 2022/23.

17. While the validation criteria assessed in WPR 2022/23 are not fully comparable to WPR 2020/21 (refer to Annex I), IOD noted the improvement of PD qualities. Thus, 100 per cent of PD was assessed as Relevant and Accurate.

18. Thirty-seven PD (97 per cent) were assessed as Accessible and Clear, with only one PD (3 per cent) in the Regional and National Development Sector assessed as Partially Accessible and Clear. The data to assess the “Level of satisfaction of participants in WIPO training and skills development programs” in Africa was unavailable for 2023. As explained by the External Offices Coordination Unit, the format of data collecting questionnaires was not aligned with a standard set of questions used by other regions and groups to assess the level of satisfaction. As confirmed by the Unit, the lesson is learned and corrective actions taken – a standard set of questions to be used in questionnaires in 2024. The issue did not affect the overall

¹² Revised Validation Methodology for the WIPO Performance Report, July 15, 2022, EVAL 2021-06

performance data assessment as data was available for 2022, and no such issues were identified for the remaining regions and groups making up the PI.

19. Thirty-four PD (89 per cent) were assessed as Coherent and Comparable. Three PD (8 per cent) were not assessed as no baselines were available for three newly introduced PIs. One PD (3 per cent) was assessed as Partially Coherent and Comparable. This PD related to the “Level of satisfaction of participants in WIPO training and skills development programs” as described in paragraph 20 above.

20. Thirty-eight PD (100 per cent) were found to Sufficiently meet the validation criteria for overall performance data assessment, which is an increase from the WPR 2020/21 exercise, when 94 per cent of PD were reported as Sufficiently meeting the validation criteria.

21. Finally, 38 PD (100 per cent) were Accurately self-assessed against TLS. This score remained the same as in WPR 2020/21.

22. The WIPO MTSP 2022-2026 and PoW&B 2022/23 emphasize cross-functional collaboration.



WIPO Strategy House Foundation: “Empower our people to work effectively, collaboratively, and innovatively by providing them with the right resources, training, and environment.”

23. IOD found over 50 examples of good collaboration and cooperation initiatives in the WPR 2022/23. Most activities¹³ related to external cooperation with, among others, National Intellectual Property offices, non-governmental organizations, and educational institutions. Further, several Capital Master Plan projects reported valuable lessons learned; however, no such emphasis on lessons learned was found at the sectoral level. WIPO Sectors should consider continuing to undertake and enhance the curation of cross-functional collaboration and lessons learned in the WPR. This can be done by highlighting good practices of cross-functional cooperation and lessons learned within Sectors, which can be inspirational and insightful organization-wide.



Point for Consideration - Corrective Actions Required:

WIPO Sectors should consider continuing to undertake and enhance the curation of cross-functional collaboration and lessons learned in the WPR.

5. WPR VALIDATION CONCLUSIONS

24. Overall, the validation exercise reaffirmed continuous improvement in the data that informs the organizational performance reporting.

6. FOLLOW UP ON THE STATUS OF THE IMPLEMENTATION OF RECOMMENDATIONS FROM PAST VALIDATION REPORTS

25. The pending recommendation¹⁴ from the 2020/21 IOD validation report is no longer applicable. The subsequent analysis indicated a low impact of proposed methodology changes;

¹³ As per IOD analytics, 73 per cent of external and 27 per cent of internal, cross-functional cooperation activities.

¹⁴ The Human Resources Management Department (HRMD) should, in coordination with relevant internal stakeholders, redefine the Recruitment Lead Time Performance Indicator to align with current practices, and enhance the reporting capability within the recruitment system to efficiently generate data for this indicator. (Priority: Medium)

moreover, the PI concerned was discontinued in PoW&B 2022/23. Subsequently, there are no open recommendations related to the validation of the WPR.

ACKNOWLEDGMENT

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ANNEXES

Annex I.	Comparison of Validation Criteria and Ratings: WPR 2020/21 Vs WPR 2022/23
Annex II.	Validation Framework and Ratings

[Annexes follow]

ANNEX I – COMPARISON OF VALIDATION CRITERIA AND RATINGS: WPR 2020/21 VS WPR 2022/23

The table below compares the new validation criteria to assess the performance data against the criteria used in the previous WPR (2020/21). For the full description of the new criteria, refer to the IOD Revised Validation Methodology for the WIPO Performance Report.¹⁵ The earlier definitions of validation criteria are disclosed in Annex II of the IOD Validation Report of the WIPO Performance Report 2020/21.¹⁶

New Criteria	Short Description of New Criteria (Full description: EVAL 2021-06)	Examples	Matching Criteria used in the WPR 2020/21 (Annex II, WO/PBC/34/8)
1. Relevance	Focuses on how the Organization meets the needs of the users and its alignment to the MTSP.	<ul style="list-style-type: none"> ▪ Data is relevant to measure progress and reporting against the PI. ▪ The PD is used for further analysis/reporting/ decision-making/ other purposes. 	<ul style="list-style-type: none"> ▪ Relevant and Valuable ▪ Sufficient/comprehensive
2. Accessibility and clarity	Refers to the degree of ease users can learn that the information exists, find it, view it, and import it into their work environment.	<ul style="list-style-type: none"> ▪ There is a system in place for documenting and archiving statistical data/records. ▪ Data is accessible for users and analytics activities. 	<ul style="list-style-type: none"> ▪ Efficiently collected/easily accessible ▪ Clear and Transparent
3. Coherence and comparability	Refers to how PD can be reliably combined and compared with other PD within a broad analytical framework over time.	<ul style="list-style-type: none"> ▪ PI is comparable and consistent over time. ▪ Data is gathered by common and consistent methodology. 	Not applicable
4. Reliability and accuracy	The degree to which the measure is accurate for its intended use and if it is responsive to change;	<ul style="list-style-type: none"> ▪ The PD faithfully represents what it was designed to measure. ▪ The PD is statistically valid or significant (representative). ▪ Data is easily traceable. 	<ul style="list-style-type: none"> ▪ Accurate and verifiable
5. Cross-functional collaboration and knowledge sharing	Refers to staff joining forces to solve problems, implement processes, develop innovations, identify improvements, and enhance organizational knowledge and sharing across different business units and Sectors. Where relevant, IOD will assess whether data and experiences in gathering and analyzing data are shared within the organization and whether there are good examples of problem-solving, knowledge transfer, and feedback and recognition.		Not applicable

The ratings for criteria Nr. 1 - 4 are provided below. The criteria Nr.5, where relevant, is assessed on a case-by-case in narrative format.

¹⁵ Revised Validation Methodology for the WIPO Performance Report, July 15, 2022, EVAL 2021-06.

¹⁶ WO/PBC/34/8

Criteria Ratings

The following Ratings are applied to the PD criteria. Ratings have not changed since the last IOD validation report.

Sufficiently meets criteria	≥ 80 percent of the criteria have been met
Partially meets criteria	Between 79 and 21 percent partially meet the criteria
Does not meet the criteria	≤ 20 percent does not meet the criteria
Not applicable	When particular criteria is not relevant for the PD assessment

Accuracy of the TLS

Further criteria to assess the reporting of performance measures include the accuracy of TLS. TLS has a separate function and is not strictly part of PD. An accuracy assessment is based on whether the ratings could be justified based on information presented in the PD reported as part of WPR. The following ratings are applied to TLS. Ratings have not changed since the last IOD validation report.

TLS Accurate
TLS Not Accurate
TLS Not Assessable

[Annex II follows]

ANNEX II – VALIDATION FRAMEWORK AND RATINGS

Criteria:

R – Relevance

AC – Accessibility and Clarity

RA – Reliability and Accuracy

CC – Coherence and Comparability

PD – Performance Data (overall assessment)

TL – Traffic Light System Assessment

ER – Expected Result

PD – Performance Data

Criteria Assessment:

	Sufficiently meets criteria
	Partially meets criteria
	Does not meet the criteria
	Not applicable

TL System Assessment:

	TLS Accurate
	TLS Not Accurate
	TLS Not Assessable

ID	Sector	ER	Performance Indicator	Baseline	Target	PD	R	AC	RA	CC	PD	TL
1	AFM	5.2	Availability of digital services both internally and externally facing (uptime)	Corporate IT Infrastructure: 100% Corporate IT Services: 99.98%	≥ 99.8%	Corporate IT Infrastructure: 99.97% Corporate IT Services: 99.98%						
2	AFM	5.1	Level of satisfaction of Member States and other stakeholders with translation and interpretation services	Satisfaction rate on language services at meetings in 2020: 92.6%	Maintain satisfaction level	2022/23: 94%						
3	AFM	5.2	Enhanced capability to detect and respond and recover from information security threats ensuring minimal business disruption	Mean time to detect a potential information security incident 24/7: 2 hours or less	Mean time to detect a potential information security incident 24/7: 2 hours or less	Mean time to detect a potential information security incident 24/7: 2 hours or less						
4	BD	3.1	Renewals	Madrid System: 34,218 The Hague System: 5,461	2022: 32,400 2023: 34,000 2022: 4,440 2023: 4,630	2022: 38,364 (final) 2023: 39,546 (preliminary) 2022: 5,284 2023: 5,592						
5	GCP	2.4	No. of WIPO initiatives in partnership with the UN and other IGOs	17 initiatives	18 initiatives that have regional or global impact	23 initiatives						

ID	Sector	ER	Performance Indicator	Baseline	Target	PD	R	AC	RA	CC	PD	TL
6	IE	4.4	No. of unique visitors to the web-based services targeting inventors and SMEs, including no. of visitors downloading	366,023	20% increase (biennium)	624,159 (+71%)						
7	IE	3.3	No. of unique visitors to the innovation support and technology transfer publications, tools and platforms, including no. of visitors downloading	491,015	20% increase (biennium)	787,128 (+60%)						
8	Cross-Sector	2.1	Progress on the implementation of agreed work in accordance with the agenda of the Committee	Summary by the Chair of SCP/33 of substantive agenda items to be taken up by the Committee	Implementation of agreed work in accordance with the SCP agenda	The SCP fully implemented its work in accordance with the agreed agenda of SCP/34 and SCP/35						
9	SoDG	1.1	Media mentions of WIPO	113,898 (2020/21)	20% biennial increase	143,696 (2022/23) (+26%)						
10	SoDG	5.1	Geographical Diversity: % by region as per agreements	Africa: 10.4% Asia and the Pacific: 19.6% Eastern and Central Europe & Central Asia: 8.6% Latin America and the Caribbean: 8.2% Middle East: 2% North America: 10.4% Western Europe: 40.9%	Agreement among Member States on WIPO's policy on geographical distribution	2022 2023 Africa: 11.2% 12.4% Asia and the Pacific: 20.1% 20.3% Eastern and Central Europe & Central Asia: 8.9% 9.3% Latin America and the Caribbean: 8.4% 8.6% Middle East: 2.1% 2.8% North America: 10.5% 9.6% Western Europe: 38.9% 37.1%						
11	SoDG	5.1	Employee Engagement	e-Sat: 74	Improvement over previous survey	e-Sat: 73 (2023 survey)						
12	SoDG	1.1	Level of satisfaction of Member States and other stakeholders with the organization of events	100% satisfied or very satisfied	≥ 85% satisfied or very satisfied	99% satisfied or very satisfied						
13	SoDG	2.2	Level of satisfaction of delegates attending the GAs and other Meetings	95% satisfied or very satisfied	≥ 85% satisfied or very satisfied	93% satisfied or very satisfied						
14	AFM	5.2	WIPO premises and installations remain fit for purpose	Zero working days with a breakdown of a technical installation affecting WIPO core and non-core activities	Maximum of 1 working day per year with a breakdown of a technical installation affecting WIPO core activities	Zero working days with a breakdown of a technical installation affecting WIPO core or non-core activities						
15	AFM	5.3	Cost savings for goods and services procured by WIPO	9,063,345 CHF (2020/21)	6,500,000 CHF (biennium)	8,060,447 CHF (2022/23)						
16	AFM	5.1	% of spend through UN cooperation	17.61%	> 18% per year	2022: 20% 2023: 15%						
17	CCI	4.4	No. of CMOs in developing countries and LDCs using WIPO Connect	25 CMOs for 25 Creation Classes	38 CMOs for 56 Creation Classes	41 CMOs for 56 creation classes in 39 countries - Africa: 25 CMOs, of which 18 in LDCs - Arab countries: 3 CMOs - Asia and the Pacific: 4 CMOs, of which 1 in an LDC						

ID	Sector	ER	Performance Indicator	Baseline	Target	PD	R	AC	RA	CC	PD	TL
						- Latin America and the Caribbean: 5 CMOs - Transition countries: 4 CMOs (cumulative end 2023)						
18	GCP	4.4	Level of satisfaction of participants in training and capacity building activities related to GRs, TK and TCEs	65%	≥ 85% satisfied or very satisfied	97%						
19	GCP	3.3	No. of matches between green technology seekers and providers via the WIPO GREEN platform, and through Acceleration Projects	8 (cumulative end 2021)	8 additional in the biennium	26 additional in the biennium (34 cumulative end 2023)						
20	IE	4.4	No. of SMEs reached by WIPO assisted SME support institutions that use WIPO materials and tools	n/a	2,000 SMEs	3,670 SMEs						
21	IE	4.2	Level of sustained engagement by Member State judiciaries	88 countries and 6 regional jurisdictions represented in the 2021 Judges Forum (virtual)	70 countries and 4 regional jurisdictions represented in the annual Judges Forum (face-to-face with hybrid option)	2022: 99 countries and 3 regional jurisdictions represented 2023: 101 countries and 4 regional jurisdictions represented (face-to-face with hybrid option)						
22	IP	3.2	Customer Satisfaction Index (CSI)	84% (2020/21 survey)	≥ 85% satisfied or very satisfied	CSI: 85% (2022/23 survey) - Professionalism: 85% - Reliability: 86% - Responsiveness: 87% - Quality & Information Assistance: 81%						
23	Cross-Sector	3.1	Total Membership	PCT System: 154 Contracting Parties (CPs) Madrid System: 110 Contracting Parties The Hague System: 67 Contracting Parties to the Geneva (1999) Act; 34 Contracting Parties to the Hague (1960) Act Lisbon System: 11 Contracting Parties to the Geneva (2015) Act; 30 Contracting Parties to the Lisbon Agreement (1958 & 1967) Acts (end 2021)	155 members 6 additional members (3 per year) 6 additional members to the Geneva (1999) Act; No additional members to the Hague (1960) Act 8 additional members to the Geneva (2015) Act; No additional members to the Lisbon Agreement (1958 & 1967) Acts	157 Contracting Parties (Cabo Verde, Iraq, Mauritius) Madrid System: 4 additional CPs (Belize, Cabo Verde, Chile, Mauritius) (114 CPs covering 130 countries in total) The Hague System: 6 additional CPs to the Geneva (1999) Act (Brazil, China, Greece, Italy, Mauritius, Morocco) (73 CPs covering 96 countries in total); No additional CPs to the Hague (1960) Act (34 CPs in total) Lisbon System : 10 new CPs to the Geneva Act (African Intellectual Property Organization, Cabo Verde, Côte d'Ivoire, Czech Republic, Peru, Portugal, Russian Federation, Sao Tome and Principe, Senegal, Tunisia) (21 CPs covering up to 57 countries in total); No additional CPs to the Lisbon Agreement (1958 & 1967) Acts (30 CPs in total) (end 2023)						

ID	Sector	ER	Performance Indicator	Baseline	Target	PD	R	AC	RA	CC	PD	TL
24	PT	3.1	Level of satisfaction of Offices with WIPO global cooperative and assistance activities delivered by the International Bureau	Cooperative activities: 96% (2020/21 survey) Patent examination-related activities: 98% (2020/21 survey)	≥ 90% satisfied or very satisfied ≥ 95% satisfied or very satisfied	Cooperative activities: 98% (2022/23 survey) - Professionalism: 99% - Reliability: 98% - Responsiveness: 96% - Quality and Information Assistance: 100% Patent examination-related activities: 98% (2022/23 survey) - Professionalism: 100% - Reliability: 98% - Responsiveness: 94% - Quality and Information Assistance: 100%						
25	Cross-Sector	3.2	Level of satisfaction of WIPO global IP system users with International Bureaus Services	PCT: 87% Madrid System: 78% The Hague System: 82% (2020/21 survey)	≥ 90% satisfied or very satisfied ≥ 85% satisfied or very satisfied ≥ 85% satisfied or very satisfied	87% - Professionalism: 87% - Reliability: 88% - Responsiveness: 90% - Quality & Information Assistance: 82% 80% - Professionalism: 79% - Reliability: 80% - Responsiveness: 79% - Quality & Information Assistance: 80% 82% - Professionalism: 82% - Reliability: 80% - Responsiveness: 84% - Quality & Information Assistance: 80%						
26	RND	4.3	No. of sustainable IP training institutions (IPTIs)	7	12 (cumulative)	11 additional (ASEAN, Costa Rica, Dominican Republic, Ethiopia, Iran (Islamic Republic of), Saudi Arabia, Trinidad and Tobago, Tunisia, Türkiye (2), Ukraine) (18 cumulative end 2023)						
27	AFM	5.3	Increased maturity of RBM and RM enabled by stronger ERP systems managed and enhanced in accordance with best practice	RBM: Maturity level 4.4 (end 2021) RM: Dimensions 1-4 'advanced', dimensions 5 and 6 'established' % of incidents addressed within the time limits in SLAs: 94% % of resources spent on KTLO vs value-add work: 70%	RBM: Maturity level 4.5 (end 2023) RM: Dimensions 1-6 'advanced' % of incidents addressed within the time limits in SLAs: 95% % of resources spent on KTLO vs value-add work: 50%	RBM: Maturity level 4.4 (end 2023) RM: Dimensions 1-4 'advanced', dimensions 5-6 'established' % of incidents addressed within the time limits in SLAs: 95% % of resources spent on KTLO vs value-add work: 68%						
28	GCP	2.1	Level of satisfaction of participants in activities organized to improve the understanding of the IP and Competition Policy interface	n/a	≥ 85% satisfied or very satisfied	95% (based on two events)						

ID	Sector	ER	Performance Indicator	Baseline	Target	PD	R	AC	RA	CC	PD	TL
29	IE	3.1	Level of use of WIPO IP ADR and domain name dispute resolution services	901 disputes and 756 bon offices 48,974 gTLD cases 6,695 ccTLD-only cases (cumulative end 2021)	250 additional disputes and bons offices 5,000 additional gTLD cases 575 additional ccTLDonly cases (end 2023)	1,228 additional disputes and bons offices 10,462 additional gTLD cases (59,436 cumulative end 2023) 1,494 additional ccTLD-only cases (8,189 cumulative end 2023)						
30	IE	4.2	Level of adoption of IP ADR and domain name dispute resolution policies developed or supported by WIPO	82 IP ADR schemes adopted 35 IP ADR schemes supported 4 gTLD policies adopted and supported 80 ccTLD policies adopted 35 ccTLD policies supported (cumulative end 2021)	6 additional IP ADR schemes adopted 8 additional IP ADR schemes supported 2 gTLD policies supported 2 additional ccTLD policies adopted 6 additional ccTLD policies supported (end 2023)	28 additional IP ADR schemes adopted 22 additional IP ADR schemes supported (44 schemes supported in total in 2022/23) 2 gTLD policies supported 3 additional ccTLD policies adopted 14 additional ccTLD policies supported (31 policies supported in total in 2022/23)						
31	IE	4.2	No. of countries using the GII for the development of their innovation strategies and ecosystem	77 countries (out of 110 responding countries)	20% increase (biennium)	91 countries (out of 118 responding countries) (+18%)						
32	IP	2.1	No. of revisions/modifications to the International Classifications	Nice Classification: 746 modifications (2020/21) IPC amendments: 8,634 amendments (2020/21)	Maintain baseline level Maintain baseline level	669 modifications (2022/23) 5,576 amendments (2022/23)						
33	IP	4.5	No. of documents exchanged through WIPO CASE and DAS	502,207	550,000 (annual)	2022: 527,589 2023: 641,328						
34	PT	4.3	Level of satisfaction of participants in capacity building and training activities on patents and related matters	95%	≥ 95% satisfied or very satisfied	96% based on 258 responses						
35	Cross-Sector	4.3	Level of satisfaction of participants in WIPO training and skills development programs	CCI: n/a GCP: 92% Africa: 85% Arab region: 88% Asia and the Pacific: 96% Latin America and the Caribbean: 89% LDCs: 90% TDCs: n/a EOs (all): n/a	≥ 85% satisfied or very satisfied	CCI: 94% GCP: 93% Africa: 89% 2022; No data available for 2023 Arab region: 93% Asia and the Pacific: 96% Latin America and the Caribbean: 96% LDCs: 94% TDCs: 93% WAO: 86% WBO: 95% WOC: 97% WJO: 98% WNO: 95% WRO: 96% WSO: 90%						
36	RND	4.2	No. of Member States, sub-regional and regional IP offices using WIPO tools and methodologies for the	n/a	40	79 Member States in 2022/23: - Africa: 5 - Arab countries: 11 - Asia and the Pacific: 23 - Latin America and the Caribbean: 17						

ID	Sector	ER	Performance Indicator	Baseline	Target	PD	R	AC	RA	CC	PD	TL
			enhancement of their IP and Innovation Eco-system			- Transition countries: 19 - Developed countries: 4						
37	SoDG	5.3	No. of oversight recommendations accepted	100% of IOD recommendations accepted	90% of IOD recommendations accepted	100% of IOD recommendations accepted						
38	RND	4.3	No. of people trained by the IPTIs	81,948	5% annual increase	2022: 87,967 (+7%) 2023: 116,619 (+33%)						

[End of Annexes and of document]