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Patents external quality survey FY 2021 Q2 Key Findings

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May 6, 2021

Patent Public Advisory Committee quarterly meeting

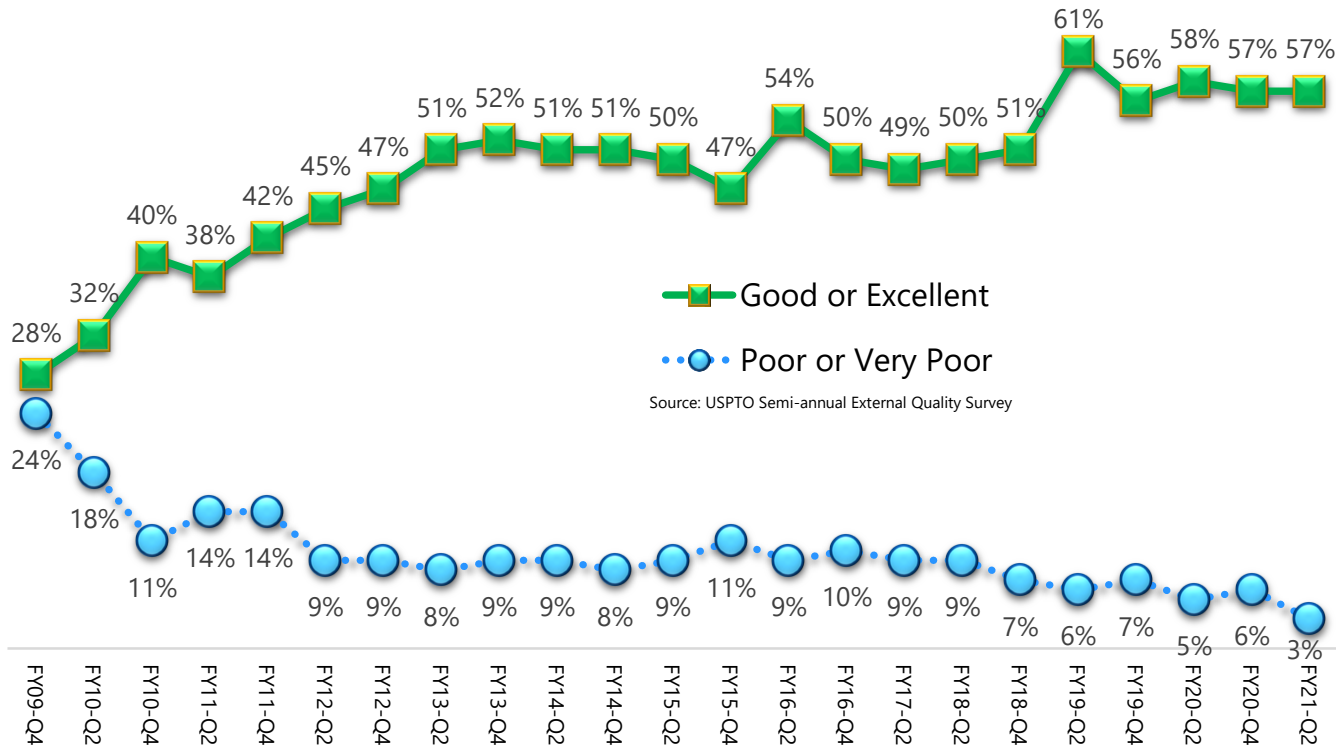
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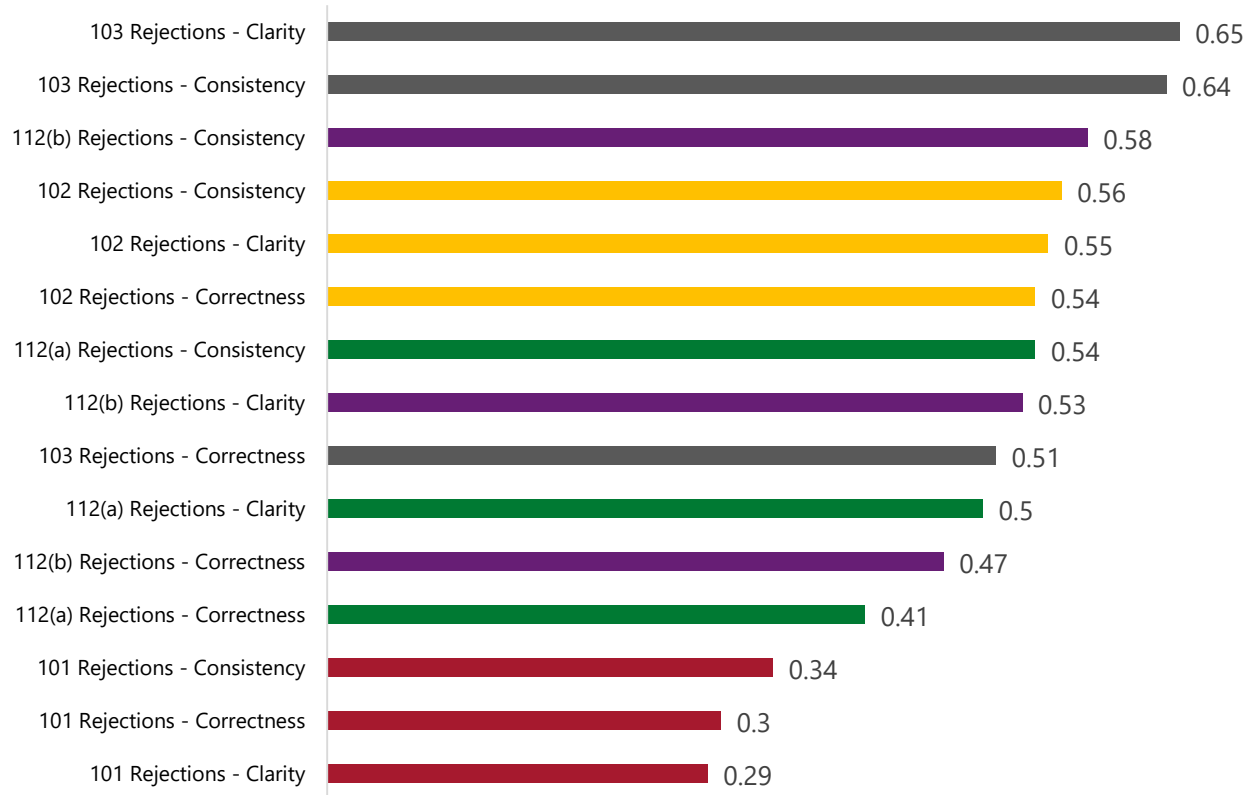
FY 2021 Q2 Executive summary

- Lowest recorded % poor/very poor quality (3%) since inception of survey in 2006 [slide 4]
- 19 customers rate quality as good or excellent for every single customer that reports quality as poor or very poor; previous high was 12 customers, recorded in FY 2020 Q2 [slide 4]
- Consistency of rejections has a stronger relationship than correctness of rejections with overall quality [slide 5]
- 96% of customers report that examiners are correct in their 103 rejections some or most of the time, and quantified that as approximately 60% of 103 rejections made; OPQA metrics indicate 83% of 103 rejections made are compliant [slide 6]
- If customers say examiners address responses to office actions to a “large extent”, 83% report quality as good or excellent; when they say “limited extent”, only 16% report quality as good or excellent [slide 7]

In the past 3 months, how would you rate overall examination quality?



Key drivers of overall quality



Polychoric correlations between overall examination quality and each of the rejection factors were calculated and ranked from the highest to the lowest.

In general, the 103 rejections were found to have the highest correlations with overall examination quality, with two aspects of 103 rejections (Clarity, and Consistency) most highly correlated with overall examination quality.

Ratings of 101 rejections (all three aspects, Correctness, Clarity, and Consistency) were found to have the lowest correlations with overall examination quality.

For all rejection types, consistency had a stronger relationship than correctness.

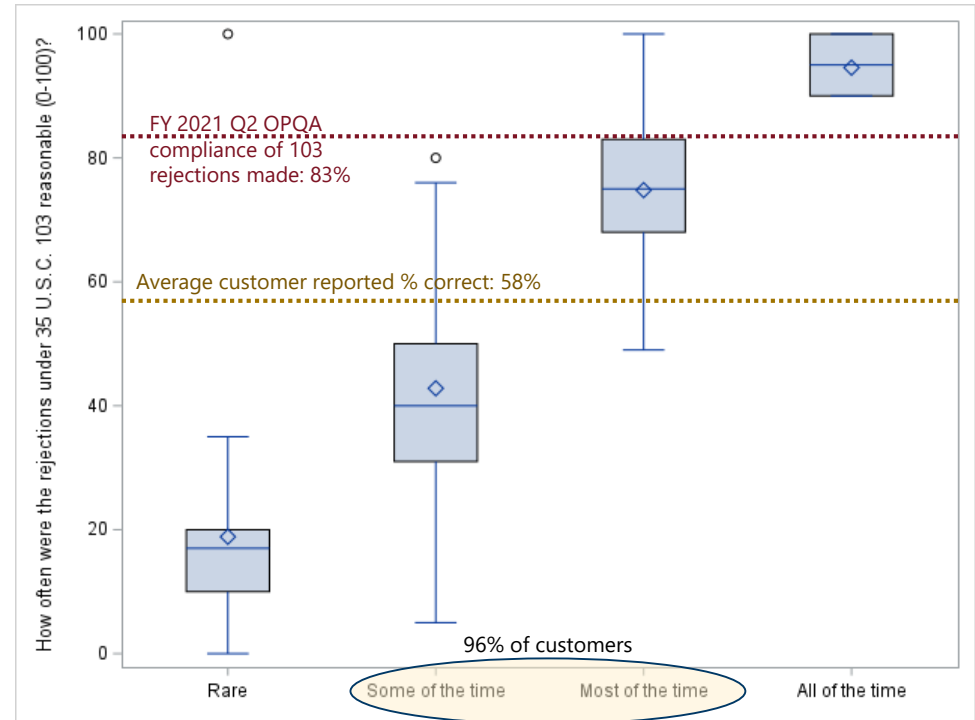
Source: Semi-annual External Quality Survey FY21Q2



Dialing in customer perceptions

- New exploratory question in FY 2021 Q2
- After answering about the reasonableness of 103 rejections in terms of correctness, respondents were asked to assign a percentage on a 0-100% scale, reflecting their previous answer (Rarely, Some of the time, Most of the time, or All of the time). The boxplots show the distributions of responses for each answer to "How often were the 103 rejections reasonable in terms of correctness".

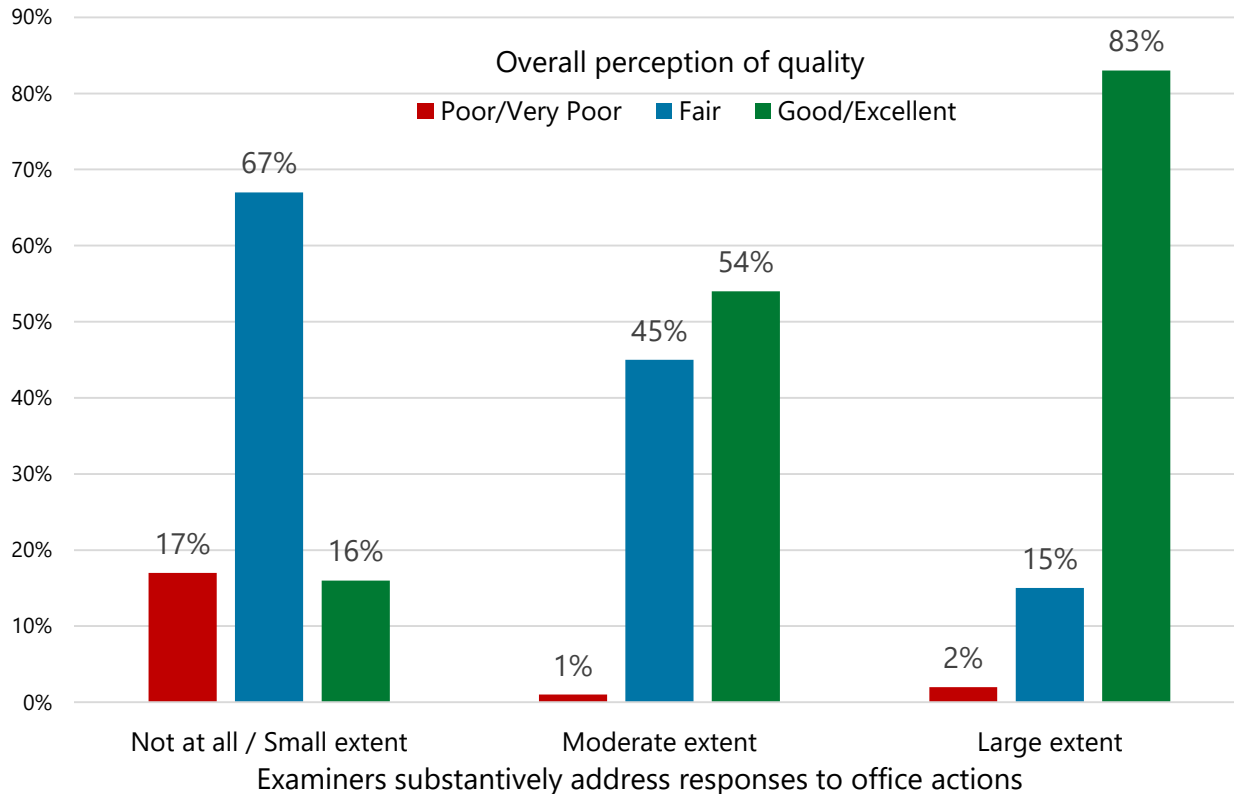
	Mean	Median	Lower Quartile	Upper Quartile
Rarely (2% of customers)	19%	15%	8%	20%
Some of the time (48%)	43%	40%	31%	50%
Most of the time (48%)	75%	74%	67%	83%
All of the time (2%)	95%	91%	90%	99%



Source: Semi-annual External Quality Survey FY21Q2

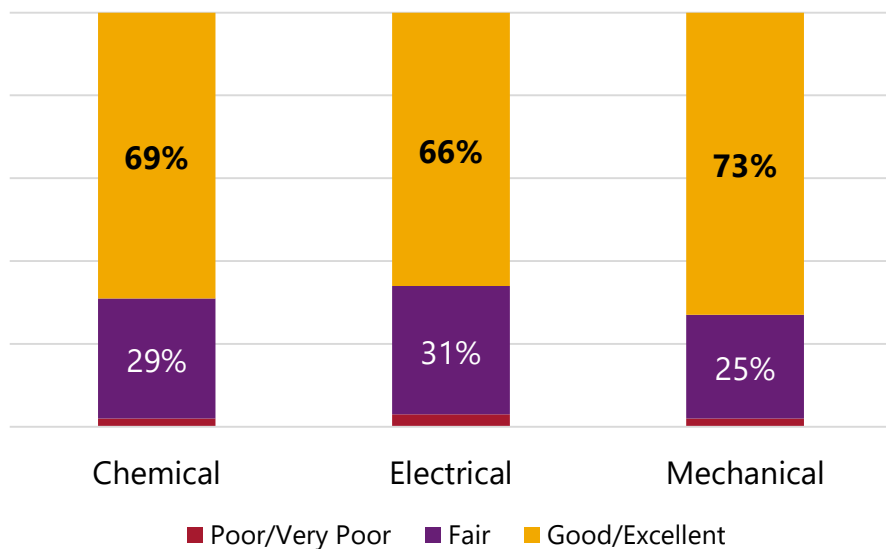


Addressing applicant response to office actions vs. overall perception

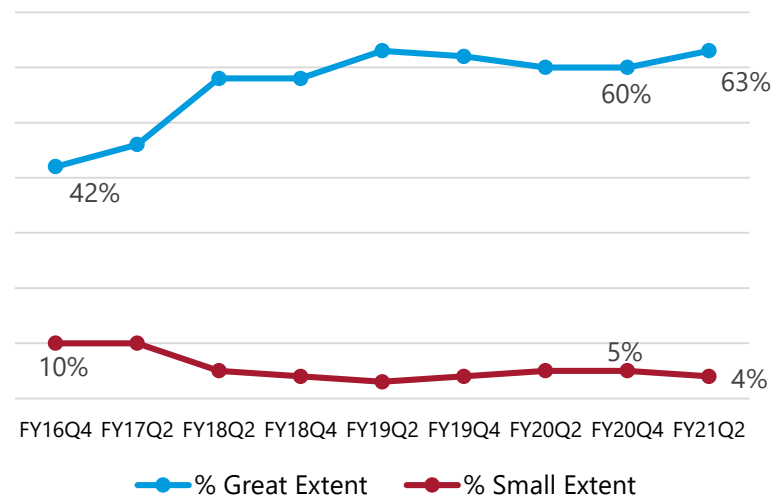


Prior art

Quality of Prior Art by Discipline: FY 2021 Q2



Examiners Citing Appropriate Prior Art: FY 2016 Q4 – FY 2021 Q2





Thank you!

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