



# **“Building a World-Class Patent Quality System”**

## **Quality Initiatives Update**

**PPAC Quarterly Meeting**

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**Peggy Focarino**

**Commissioner for Patents**

**UNITED STATES PATENT AND TRADEMARK OFFICE**

**An agency of the Department of Commerce**



## **Leading in Quality Excellence: “Every Interaction Counts”**

**There are three main areas of focus:**

- 1. Provide the best work products and services at every stage of the patent process**
- 2. Improve the customer experience with an emphasis on excellent customer service**
- 3. Engage the public in partnership to educate and seek input**



## Process Plan

### Steps:

1. **Formulate scope of project and develop message**
2. **Outreach to employees/stakeholders' with message**
3. **Outreach to gather employees/stakeholders' input/ideas**





# **High-level Ideas Generated**

- 1. Incorporate more public feedback into the patent process**
- 2. Resolve problems during prosecution**
- 3. Notify applicants of application status during the patent process**
- 4. Increase levels and type of training (internal and external)**
- 5. Maximize consistency across the TCs**
- 6. Improve Call Centers' ability to route questions/problems to the right person(s) for resolution**



## Next Steps

- **Analyze ideas to develop new initiatives while continuing to take employee input**
- **Conduct outreach while implementing new initiatives**
  - **Spring 2015 Roadshows**



# Questions and Answers