



Performance Improvement Strategy

Chief Performance Improvement Officer

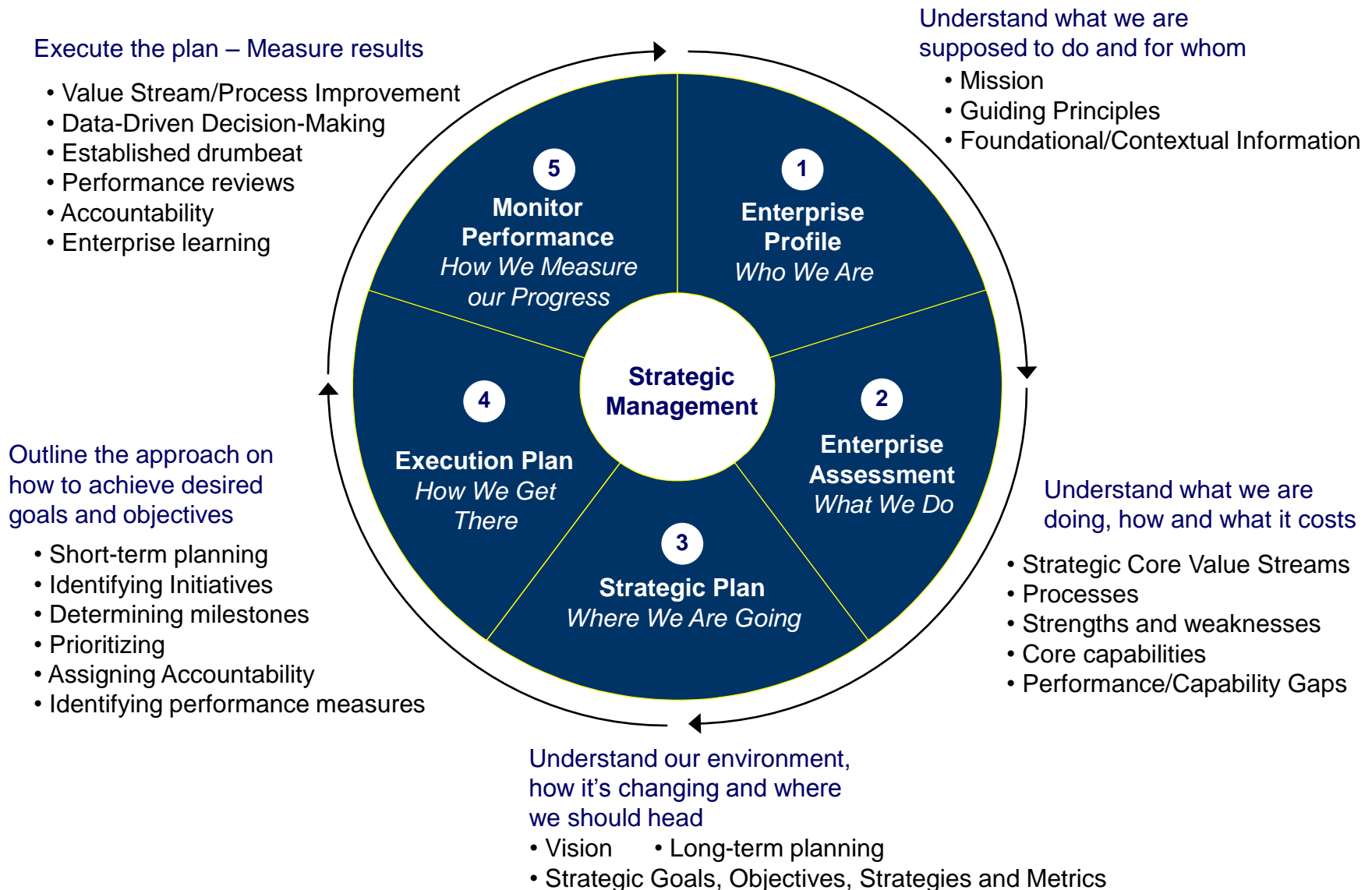
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Responsibilities

- The Chief Performance Improvement Officer (PIO) is the principal advisor to the Under Secretary and Deputy Under Secretary for leading/facilitating the USPTO in:
 - Implementing performance improvement strategies/tools such as adopting Baldrige National Quality Program principles and Lean Six Sigma.
 - Ensuring strategic goals are aggressive, realistic, accurately measured and linked to the Strategic Plan.
 - Evaluating the potential impact and effectiveness of USPTO programs.

Priority 1 -- Strategic Management Process



Activities Completed



- Established Chief Performance Improvement Officer.
- Provided initial training/education to Executives and business unit representatives on Baldrige principles and Lean Six Sigma.
- Conducted several Lean Six Sigma projects in the Office of the Chief Administrative Officer. Lean Six Sigma is a problem-solving tool to improve business processes.

Activities in Progress

- The USPTO leadership has begun to update the Strategic plan.
- The Patent Training Academy (PTA) is currently implementing *ISO 9001*, a Quality Management System. The PTA is expected to achieve certification this month.
- The Office of the Chief Information Officer is implementing ITIL (Information Technology Infrastructure Library), which is a quality approach focused on the management of IT service processes.