Patent Public Advisory Committee
Quarterly Meeting

Quality Metrics

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Please submit questions to ppac@uspto.gov
Program Summary

• FY 2016 is a transition year
• Quality Composite will be discontinued
• Challenge is to capture clarity and effectiveness; simplify evaluation of quality
• Correctness and clarity of our work product will drive this effort (Product Indicators)
• QIR data will continue to be leveraged (Process Indicators)
# Quality Metric Data Sources

## FY 2011 - FY 2015

<table>
<thead>
<tr>
<th>Quality Composite</th>
<th>Data Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final Disposition Compliance</td>
<td>Master Review Form</td>
</tr>
<tr>
<td></td>
<td>Captures statutory compliance, along with clarity in assessing the statutory compliance, from a variety of action types (Product Indicators)</td>
</tr>
<tr>
<td>In-Process Compliance</td>
<td>Transactional QIR</td>
</tr>
<tr>
<td>FAOM Review</td>
<td>Big Data analysis will continue to be leveraged, focusing on transactional results (Process Indicators)</td>
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<tr>
<td>Search Review</td>
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<tr>
<td>QIR</td>
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<tr>
<td>External Quality Survey</td>
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<td>Internal Quality Survey</td>
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<tr>
<td>Composite Score</td>
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</tbody>
</table>

## FY 2016

- **Master Review Form**
  - Captures statutory compliance, along with clarity in assessing the statutory compliance, from a variety of action types (Product Indicators)

- **Transactional QIR**
  - Big Data analysis will continue to be leveraged, focusing on transactional results (Process Indicators)

- Continued administration but used for root cause analysis and validation/verification

**DISCONTINUED**
Quality Metric Data Sources

FY 2016 Goals

**Correctness** TBD

**Clarity** Baselined

### FY 2016

#### Data Source

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Quality Metric Data Sources

FY 2016

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Transactional QIR
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FY 2016 Goals Metrics

- Correctness TBD
- Clarity Baselined

FY 2016 Key Process Indicators

- Monitoring Efficiency of Process - Reopening Prevention
- Monitoring Efficiency of Process - Rework Reduction
- Monitoring Efficiency of Process – Consistency of Decision Making
Questions and Comments

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