

UNITED STATES
PATENT AND TRADEMARK OFFICE



Patent Public Advisory Committee Quarterly Meeting

Quality Update: Customer Perception Survey

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Deputy Commissioner for Patent Operations

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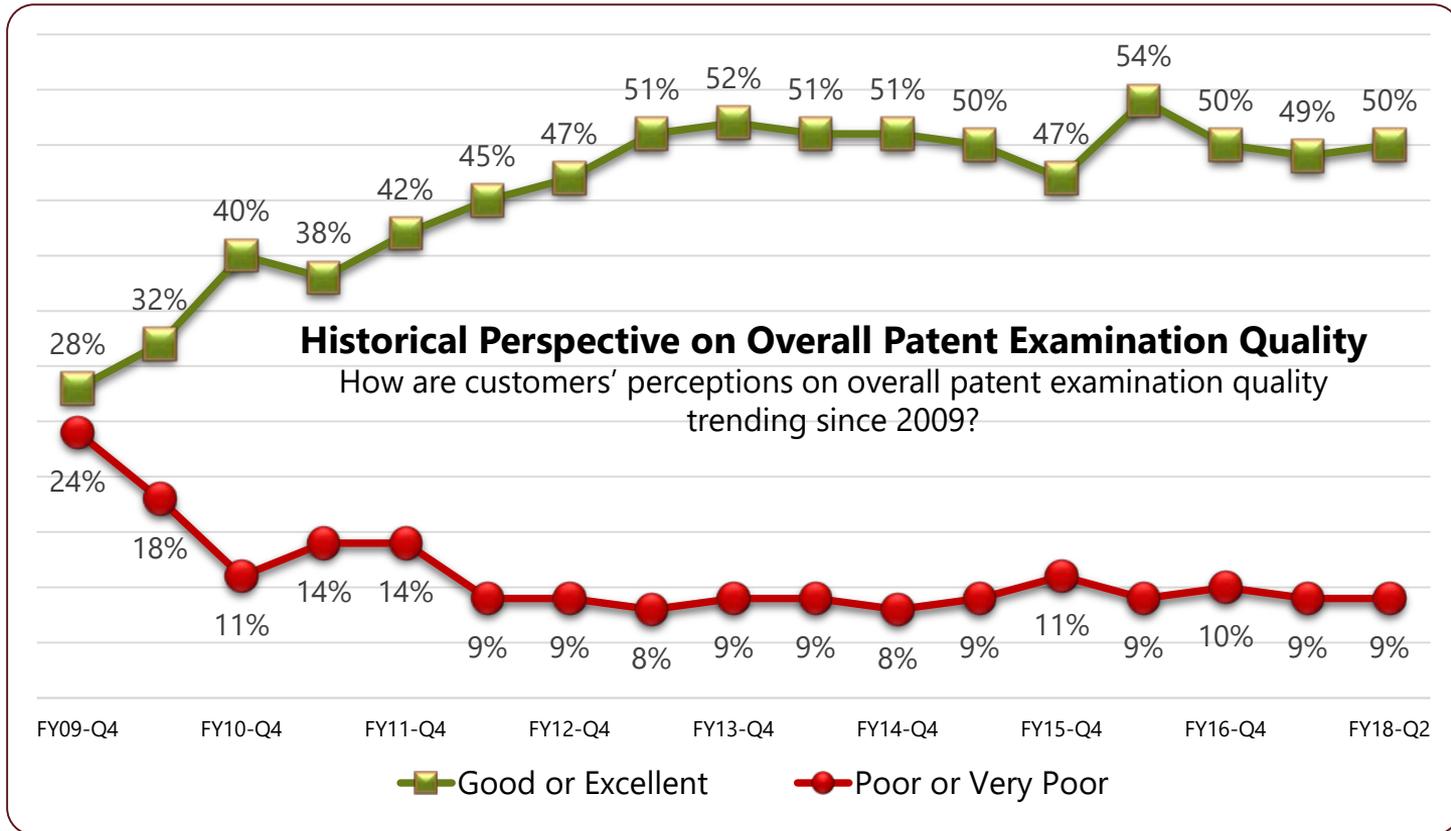
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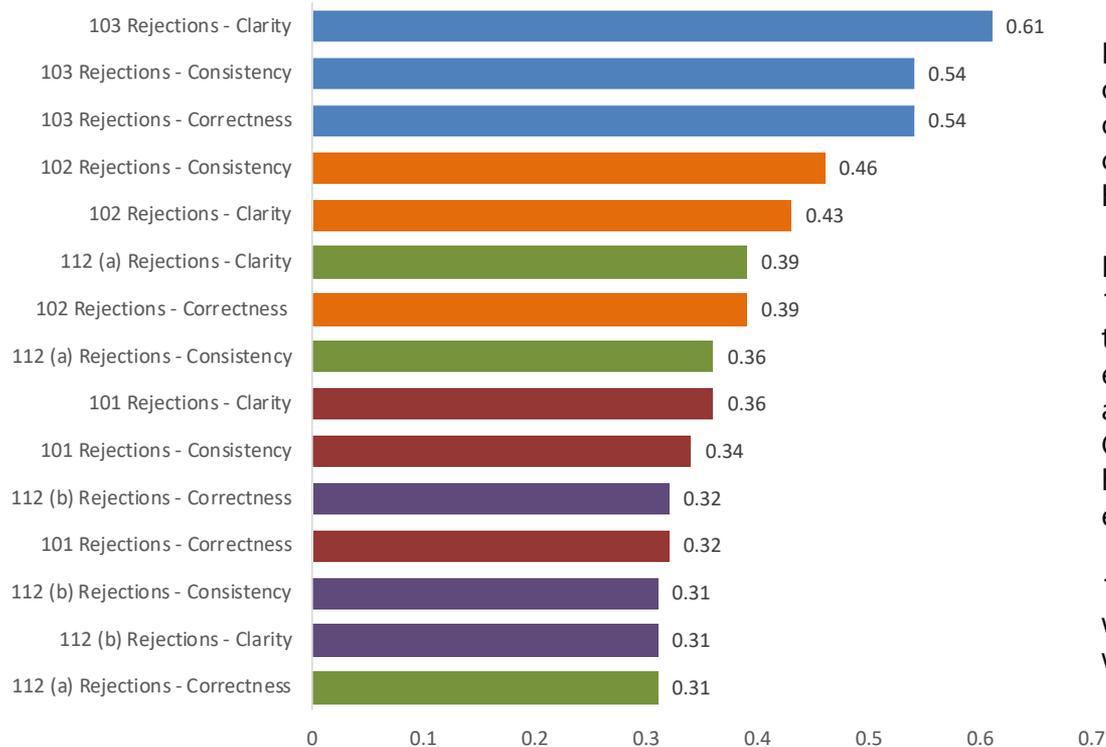
External Stakeholder Quality Perceptions

- Used to validate measured internal quality data with external feedback and perceptions via survey analysis
- Frequent customers
 - Sample frame: filed 6 or more applications in 12 month period
 - Roughly half of survey respondents received 20+ Office Actions in 3 months prior to being surveyed; an additional 30% received 11-20 Office Actions

Customer Perceptions: Overall Quality



Correlations with Overall Quality

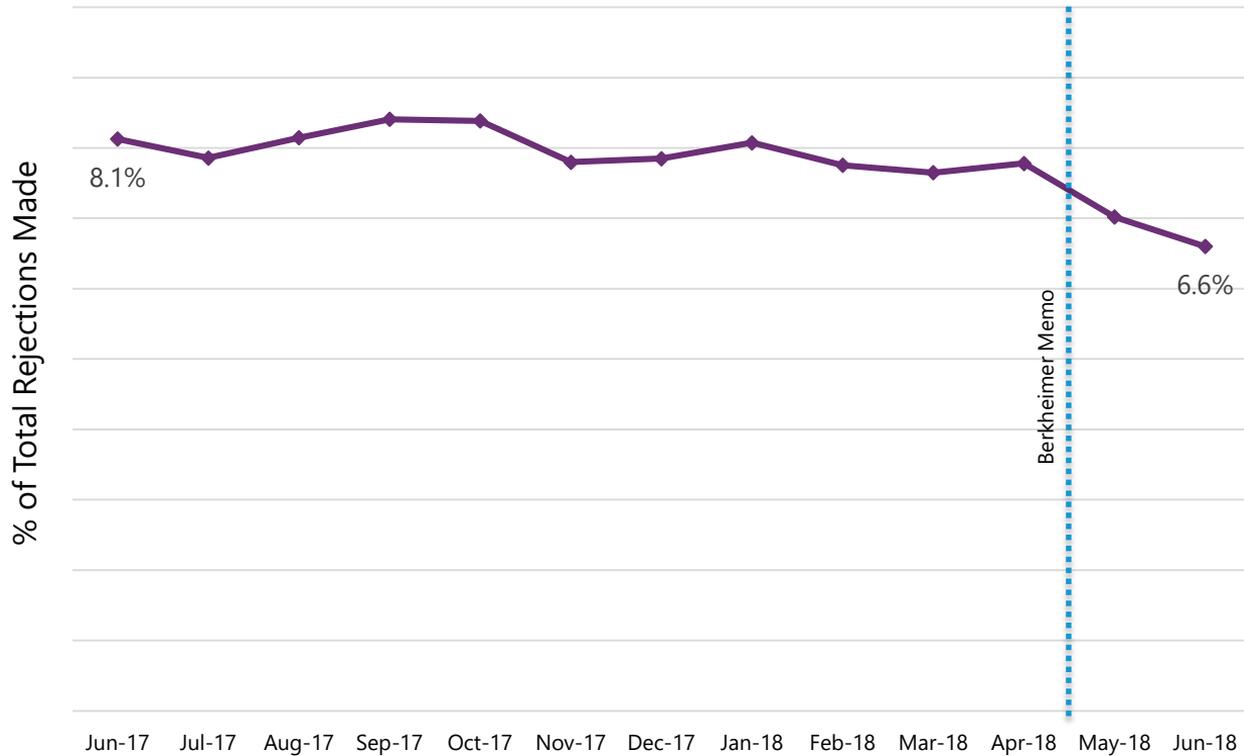


Polychoric correlations between overall examination quality and each of the rejection factors were calculated and ranked from the highest to the lowest.

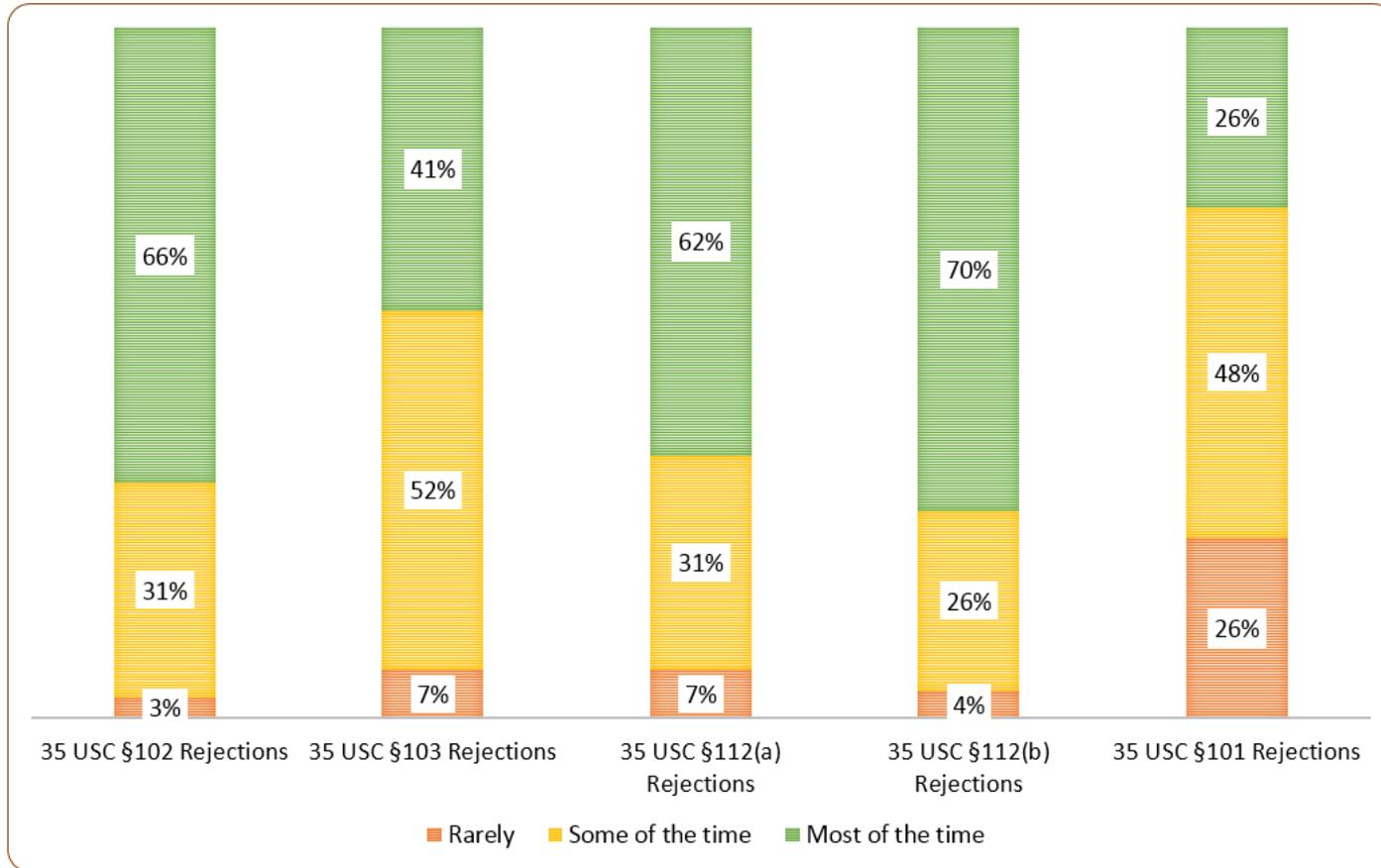
In general, the 103 rejections and 102 rejections were found to have the highest correlations with overall examination quality, with all three aspects of 103 rejections (Clarity, Consistency, and Correctness) most highly correlated with overall examination quality.

101 rejections and 112(b) rejections were among the lower correlations with overall examination quality.

101 Rejection Type Trends

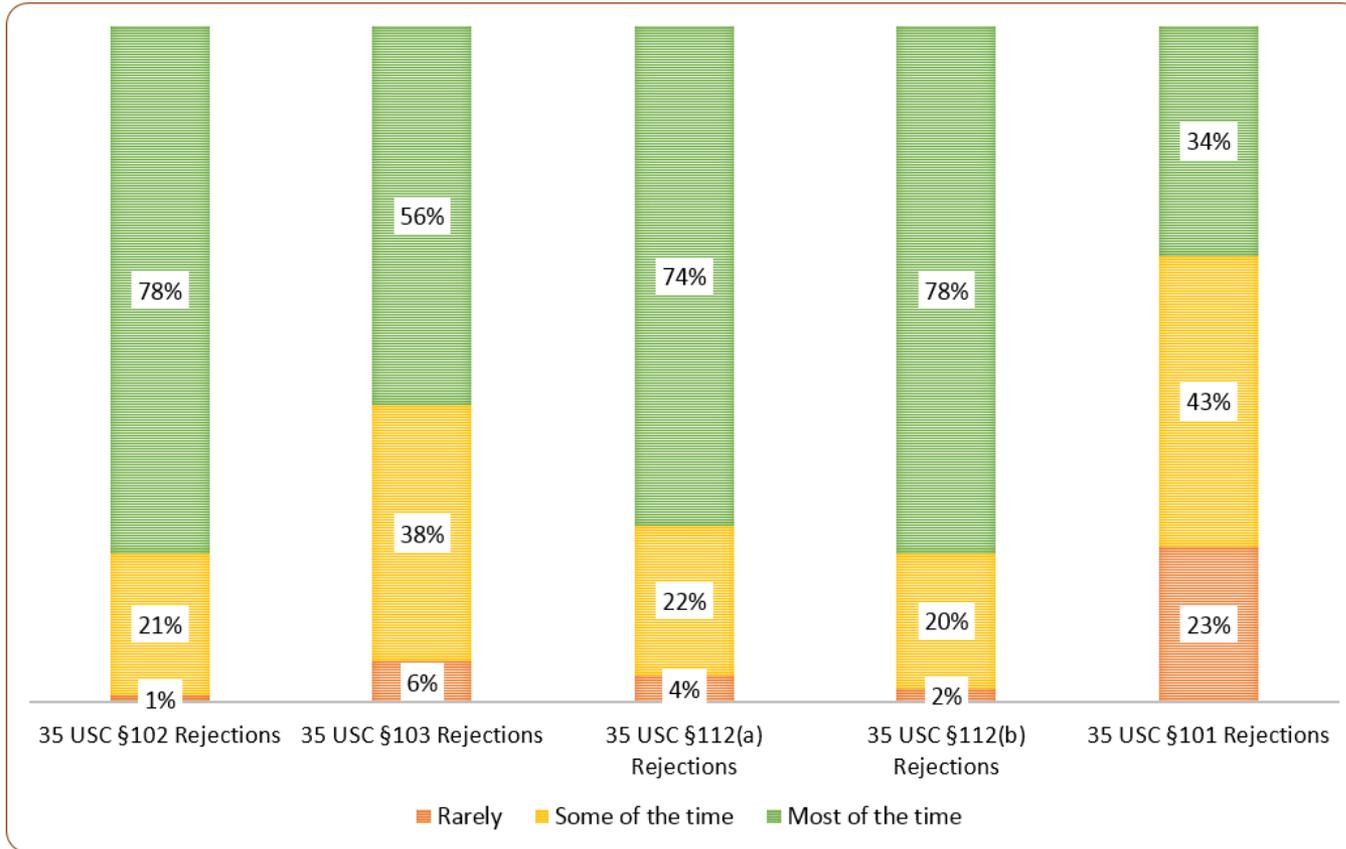


Customer Perceptions: Correctness



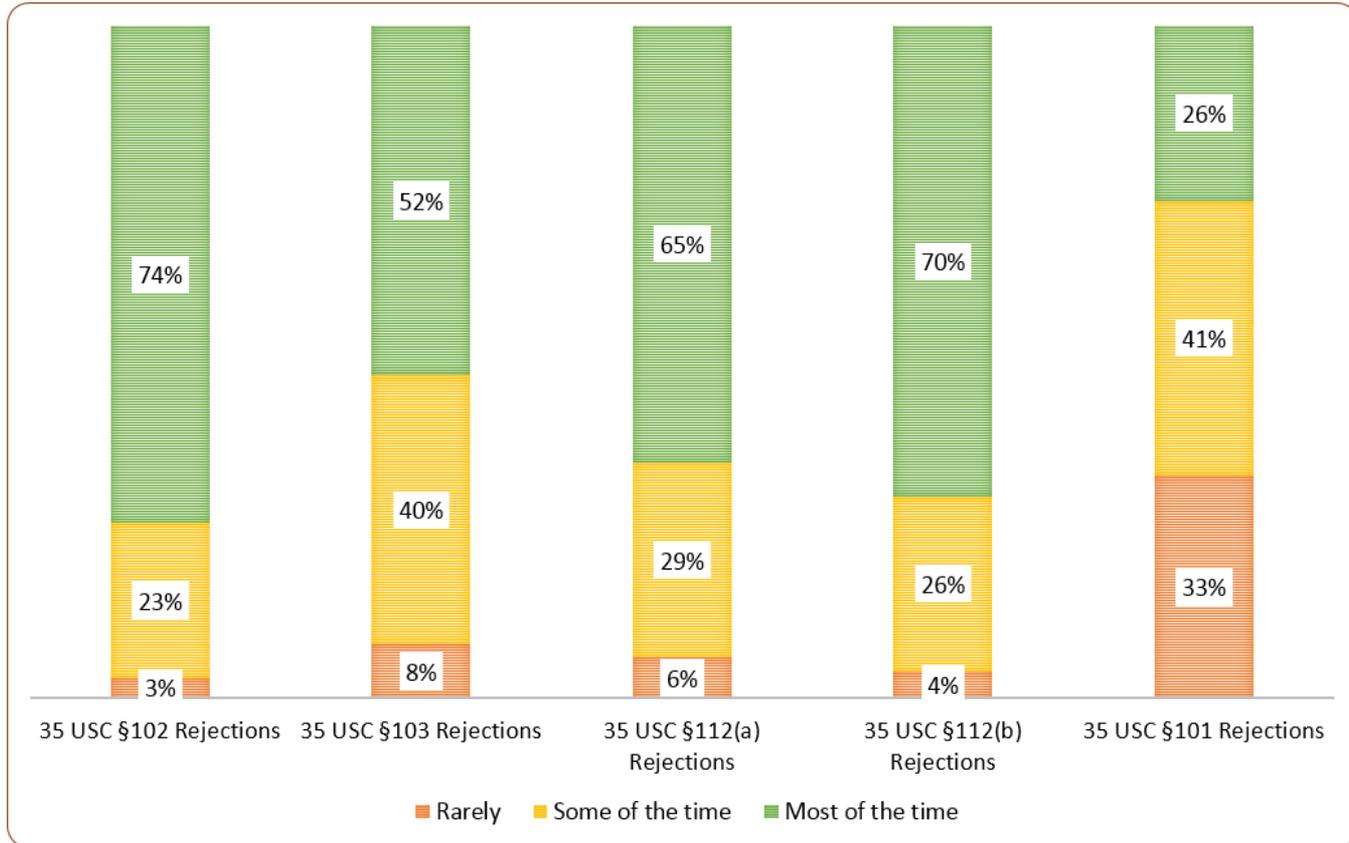
Over the past 3 months, how often were the rejections you received under Title 35 U.S.C. reasonable in terms of **correctness**?

Customer Perceptions: Clarity



Over the past 3 months, how often were the rejections you received under Title 35 U.S.C. reasonable in terms of **clarity**?

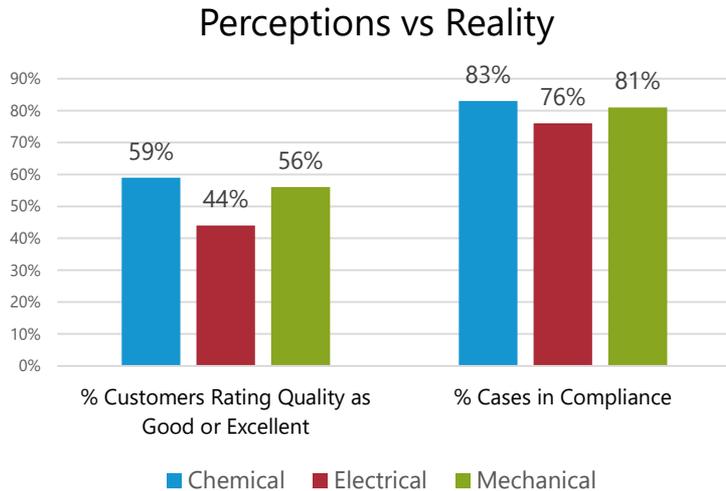
Customer Perceptions: Consistency



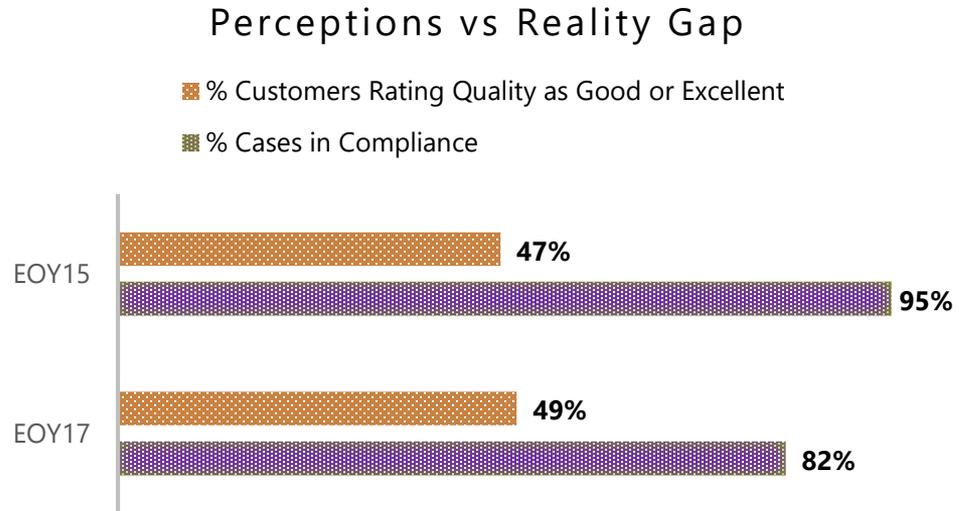
Over the past 3 months, how often were the rejections you received under Title 35 U.S.C. reasonable in terms of **consistency**?

Alignment with Customer Perceptions

- Not an apples-to-apples comparison, but direction of quality should track



EOY17: By Discipline



EOY17 vs EOY15

Questions and Comments

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