

**From:** Derek Fahey [mailto:Derek@plusfirm.com]  
**Sent:** Wednesday, November 18, 2015 4:48 PM  
**To:** Information Collection  
**Subject:** 0651-0057 comment

Dear Sir or Madam,

I am responding to your request for comments on the Patents External Quality Survey in 2006 as part of its quality improvement efforts comment no. 0651-0057. I agree that it is necessary for a survey to be demonstrated to access the changes in customer service. I believe that this survey is in direct relation for identifying key areas of opportunities for improvement. I agree that the data collected is necessary to reflect each entity that makes up the USPTO audience.

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