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Quality Metrics

UNITED STATES
PATENT AND TRADEMARK OFFICE



Program Summary

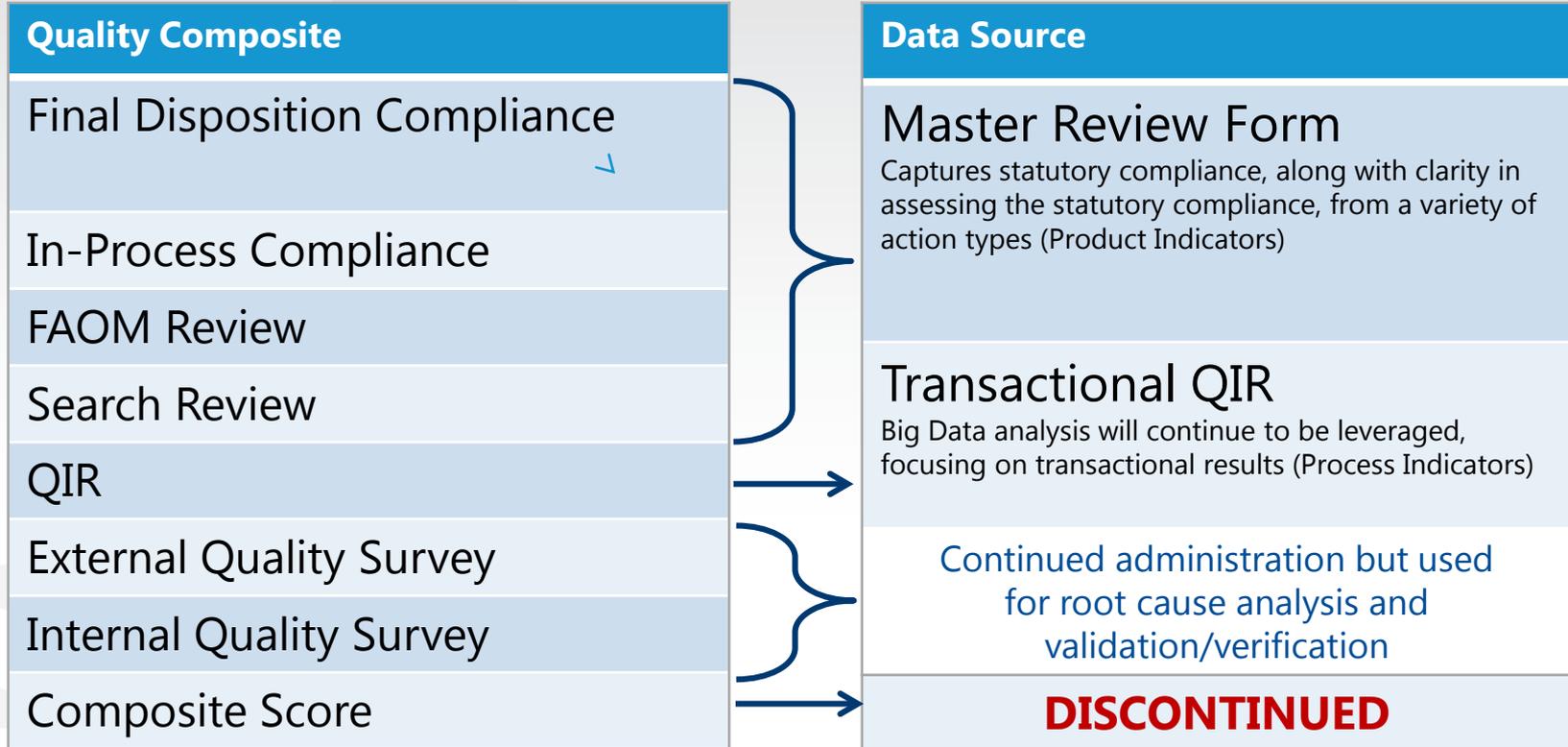


- FY 2016 is a transition year
- Quality Composite will be discontinued
- Challenge is to capture clarity and effectiveness; simplify evaluation of quality
- Correctness and clarity of our work product will drive this effort (Product Indicators)
- QIR data will continue to be leveraged (Process Indicators)

Quality Metric Data Sources

FY 2011 - FY 2015

FY 2016



Quality Metric Data Sources

FY 2016

FY 2011 - FY 2015

Quality Core	Data Source
Final Dispos	Master Review Form Captures statutory compliance, along with clarity in assessing the statutory compliance, from a variety of action types (Product Indicators)
In-Process C	
FAOM Review	
Search Review	
QIR	
External Qua	Transactional QIR Big Data analysis will continue to be leveraged, focusing on transactional results (Process Indicators)
Internal Qua	
Composite S	

FY 2016 Goals Metrics

- Correctness** TBD
- Clarity** Baselined

Quality Metric Data Sources

FY 2016

FY 2011 - FY 2015

Quality Core	Data Source
Final Disposition	Master Review Form Captures statutory compliance, along with clarity in assessing the statutory compliance, from a variety of action types (Product Indicators)
In-Process Cases	Transactional QIR Big Data analysis will continue to be leveraged, focusing on transactional results (Process Indicators)
FAOM Review	
Search Review	
QIR	
External Quality	
Internal Quality	
Composite Score	

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