

Sample USPTO Internal Quality Survey

For the Patent Corps to be effective in producing quality products and services, certain characteristics are necessary in the work environment.

The major contributors that need to be present include:

- Effective Tools
- Formal Training
- Timely Coaching/Mentoring Help
- Manageable Applicant Driven Quality

The perception survey below is intended to rate the status/progress towards our achieving a healthy quality environment.

1 Please indicate your current discipline:

- 1) Biotech/Chemical (1600/1700)
- 2) Electrical (2100/2400/2600/2800)
- 3) Mechanical (3600/3700)
- 4) Design (2900)

2 During the past quarter, please indicate your level of satisfaction with the following tools that are needed to perform your work (consider content and reliability):

2A Search tools

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied

2B Office action tools (e.g. OACS, e-Red Folder)

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied

2C Application Viewing Tools (e.g. eDAN, DAV)?

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied

2D Other electronic resources (e.g. MPEP, telework tools)

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied

3 Please indicate your level of satisfaction over the past quarter with the training opportunities that have been provided to maintain/improve the quality of your work (consider the number and diversity of trainings offered):

3A Technical training

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied

3B Legal training

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied

3C Practice and procedure

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied

3D Automation training

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied

3E Professional development

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied

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4 During the past quarter, please indicate your level of satisfaction with the effectiveness of training you have received to maintain/improve the quality of your work (mark N/A if you did not receive any training within the past quarter):

4A Technical training

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied 6= NA

4B Legal training

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied 6= NA

4C Automation training

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied 6= NA

4D Professional development

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied 6= NA

5 During the past quarter, please indicate your level of satisfaction with the effectiveness of coaching/mentoring received to maintain/improve the quality of your work:

5A Technical (including search)

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied 6= NA

5B Practice and procedure

1= Very Dissatisfied 2= Dissatisfied 3= Neutral 4= Satisfied 5= Very Satisfied 6= NA

6 During the past quarter, overall, how would you rate the internal USPTO factors (training, tools, coaching, etc.) that impact your ability to provide high-quality patent examination?

- 1) Very Poor
- 2) Poor
- 3) Fair
- 4) Good
- 5) Excellent

7 During the past quarter, consider your examination experiences relating to incoming patent applications. To what extent did the applicants and/or their agents/attorneys facilitate high-quality patent prosecution with respect to:

7A Clarity and completeness of specifications

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

7B Clarity of claims

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

7C Manageable number of claims

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

7D Claims drafted to capture concept of invention

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

7E Claims vary reasonably in scope from broad to narrow to facilitate examination

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

7F Art cited in IDS is material to patentability

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

7G Clarity of translations for foreign applications

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

7H Clarity and completeness of drawings

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

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8 During the past quarter, consider your examination experiences relating to your written and personal interactions with applicants and/or their agents/attorneys. To what extent did the applicants and/or their agents/attorneys facilitate high-quality patent prosecution with respect to:

8A Clarity of responses to Office actions

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

8B Thoroughness of response to Office actions in addressing the specific issues set forth in the Office action

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

8C Citation to the specification and/or drawings that provide support for newly added claim limitations

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

8D Preparedness to efficiently and effectively conduct an interview

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

8E Professional demeanor displayed in an interview to advance prosecution

1= Not At All 2= Small Extent 3= Moderate Extent 4= Large Extent 5= NA

9 During the past quarter, overall, how would you rate the various external factors (patent applicants/agents/attorneys and their interactions) that impact your ability to provide high-quality patent examination?

- 1) Very Poor
- 2) Poor
- 3) Fair
- 4) Good
- 5) Excellent