

From: Mike Mazarick
Sent: Wednesday, April 13, 2016 4:27 PM
To: QualityMetrics2017
Subject: Patent dashboard

Although I have only recently discovered the existence of the Patent dashboard, I wanted to give you some initial feedback on its performance. Overall, I think it's great. Providing feedback should make it even better.

Here's the poop:

March 2016 at a Glance: Looks good. When I use FireFox to get to the subcomponents, I find:

Pendency Data: good

Amendment Turnaround: good

Central Reexam: A PDF shows up. Good, but it doesn't have the graphs the Pendency data has

Replies after Final Response: good

Special Programs: good

Quality Data: good (although I like the "zero based budgeting" of not having a composite score, it should be noted that a composite score leads off the dashboard metrics)

Design: good

Production, Backlog, and Filing: good

Patent Term Adjustment: good

Petitions: ok. No graphs. Info is good but a dashboard means the data becomes self evident.

The reason I had written this feedback email was because on first glance, there were several categories that didn't produce data (such as amendments). However, if I waited long enough (I am very impatient) and the systems were available to produce the graphics, everything became available, and data driven management is very positive.

Mike Mazarick