

Office of Patent Quality Review  
Balanced Scorecard  
FY-01

**Financial Perspective**

Objective	Measure
Meet Budgeted Plan	Actual/Planned Expenditures

**Customer Perspective**

Objective	Measure
Increase Customer Satisfaction with Patent Quality Review Performance	% Customer Satisfaction
Increase in external customer satisfaction with quality of office actions and searches	% Satisfaction

**Internal Business Perspective**

Objective	Measure
Increase timeliness of In-Process Reviews Completed	% completed within goal
Optimize the number of Applications Reviewed for statistical analysis	# of applications reviewed
Increase in agreement by TC's of Patentability Applications (Item 4)	% Agreement
Increase in agreement by TC's of non-patentability Applications (Item 10)	% Agreement

**Innovation and Learning**

Objective	Measure
Increase OPQR employee skills by providing training of new Processes	% Employees Trained
Increase OPQR employee skills by sponsoring Legal Technical Programs and Lectures	# Program and Lectures Held
Increase employee skills by participating in Board of Appeals law review pilot	# Employees Participating

## Office of Patent Quality Review – Summary

Performance Measures	FY-00 Baseline	FY-01 Target	Accomplishments				Cum.
			1 <sup>st</sup> Qtr.	2 <sup>nd</sup> Qtr.	3 <sup>rd</sup> Qtr.	4 <sup>th</sup> Qtr.	
<b>Financial Perspective</b>							
Meet Budgeted Plan – Percent of FY Plan used per quarter	100%	100% FY	25%	%	%	%	25%
<b>Customer Perspective</b>							
Increase Internal customer satisfaction with Patent Quality Review Performance	67%	70% <sup>1</sup>				%	%
Percent External Cust. Satisfaction with quality of office actions	63%	70%				%	%
Percent External Cust. Satisfaction with conducting a thorough search	61%	70%				%	%
<b>Internal Business Perspective</b>							
Percent of QR returns on patentability issues resulting in agreement (Item 4)	82%	85%	72% (39 /54)	%	%	%	72%
Percent of QR returns on quality, non-patentability issues resulting in agreement (Item 10)	86%	95%	92% (56 /61)	%	%	%	92%
Percent of In-Process Customer Satisfaction Review Validation completed within Goal	79%	98% <sup>2</sup>	90.6% (155/171)	%	%	%	90.6%
Percent Allowed Reissue Applications Reviewed <sup>3</sup>	109%	100% of receipt	100%	%	%	%	100%
Percent of Allowed Reissue Applications Screened <sup>4</sup>	109%	100% of receipt	100%	%	%	%	100%
Percent of ReExam Applications Having Issuing certificates Reviewed <sup>5</sup>	100%	100%	100%	%	%	%	100%

<sup>1</sup> Target set without benefit of baseline data.

<sup>2</sup> OPQR reviews 100% of the QASes forwarded. FY00 total goal is 724 (181/Q); FY01 total goal is 171/Q.

<sup>3</sup> Every 6<sup>th</sup> allowed Reissue application has been pulled by SPLO for OPQR's review on the merits.

<sup>4</sup> OPQR conducts screening on the 15% allowed Reissue Applications, which are also reviewed within OPQR.

<sup>5</sup> Every 6<sup>th</sup> Reexamination application having issuing certificate has been pulled by SPLO for OPQR's review on the merits.

Performance Measures	FY-00 Baseline	FY-01 Target	1 <sup>st</sup> Qtr.	2 <sup>nd</sup> Qtr.	3 <sup>rd</sup> Qtr.	4 <sup>th</sup> Qtr.	Cum.
Innovation & Learning Perspective							
Increase employee skills by participating in Board of Appeals law review pilot.	9	N/A	0				0
Increase in percent of employees trained in new processes	100%	100%	100%	%	%	%	%
Increase in program and lectures held for OPQR employees	18	18	8				8
Workload	FY-00 Baseline	FY-2001 Projected	Reviewed Qtr. 1	Reviewed Qtr. 2	Reviewed Qtr. 3	Reviewed Qtr. 4	Reviewed Cum.
Number of Allowed Applications Reviewed	4,627	4,800	805 17(%)	(%)	(%)	(%)	805 (%)

Resources	FY-00 Actual	FY-01 Plan	FY-02 Request	1 <sup>st</sup> Qtr.	2 <sup>nd</sup> Qtr.	3 <sup>rd</sup> Qtr.	4 <sup>th</sup> Qtr.	Cumulative
Funding (\$000)	3,033	3,419	3,616					
Quarterly – Allocation				1,733.3				
Funding Used – Actual				840.6				840.6
% Used – Quarterly Plan				48%	%	%	%	
Cumulative Used				25%	%	%	%	25%
FTE Positions (On-Board)	25							