

Patents: Balanced Scorecard FY01

Performance Measures	FY-00 Baseline	FY-01 Target	Unit	1 <sup>st</sup> Qtr.	2 <sup>nd</sup> Qtr.	3 <sup>rd</sup> Qtr.	4 <sup>th</sup> Qtr.	EOY-01
<b>Optimize Our Processing Times</b>								
Applications awaiting a First Action, over 14 months <i>(source: ergo 14-4-4-36 report)</i> <i>(end-of-quarter snapshot)</i>	18.8% 47,493	22%	% of Total Number	21.8% 57,972				
TC 1600	3.9% 720		% of Total Number	6.4% 1,233				
TC 1700	7.8% 2,588		% of Total Number	11.9% 4,218				
TC 2100	- -		% of Total Number	38.8% 15,776				
TC 2600	- -		% of Total Number	49.7% 24,243				
TC 2700 <i>(TC2700 split into TC2100 &amp; TC2600)</i>	37% 35,367		% of Total Number	4.3% 559				
TC 2800	13.2% 6,389		% of Total Number	16% 8,040				
TC 3600	2.5% 623		% of Total Number	5.6% 1,405				
TC 3700	5.4% 1,683		% of Total Number	7.6% 2,498				
<b>Optimize Our Processing Times</b>								
Average pendency to First Action, cases acted on <i>(source: PALM 2B43, w/o 129a &amp; CPA)</i> <i>(quarterly - 3 month average)</i>	13.6	14.5 <i>tentative target</i>	Months	13.0				
TC 1600	11.2		Months	11.0				
TC 1700	13.1		Months	11.8				
TC 2100	-		Months	20.5				
TC 2600	-		Months	20.1				
TC 2700	19.7		Months	21.3				
TC 2800	13.3		Months	12.5				
TC 3600	13.6		Months	11.5				
TC 3700	11.1		Months	10.5				
Designs	7.5		Months	7.5				

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<b>Optimize Our Processing Times</b>								
Applications awaiting actions after an applicant's amendment, over 4 months <i>(source: ergo 14-4-4-36 report)</i> <i>(end-of-quarter snapshot)</i>	1.7% 486	2%	% of Total Number	2.2% 622				
TC 1600	2.7% 125		% of Total Number	3.5% 178				
TC 1700	1.0% 51		% of Total Number	1.4% 71				
TC 2100	- -		% of Total Number	1.4% 29				
TC 2600	- -		% of Total Number	6.1% 217				
TC 2700	3.3% 191			<i>TC2700 split into TC2100 &amp; TC2600</i>				
TC 2800	1.2% 69		% of Total Number	1.0% 54				
TC 3600	0.3% 9		% of Total Number	0.7% 18				
TC 3700	0.9% 41		% of Total Number	1.3% 55				
<b>Optimize Our Processing Times</b>								
Average PTO time to reply to an applicant's amendment, cases acted on <i>(source: response turnaround report)</i> <i>(quarterly - 3 month average)</i>	56.1	55.0	Days	57.0				
TC 1600	68.7		Days	69.5				
TC 1700	58.3		Days	58.8				
TC 2100	-		Days	64.0				
TC 2600	-		Days	63.5				
TC 2700	63.5		Days	<i>TC2700 split into TC2100 &amp; TC2600</i>				
TC 2800	50.5		Days	52.3				
TC 3600	45.2		Days	47.0				
TC 3700	50.9		Days	51.9				
Designs	48.4		Days	45.8				

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<b>Optimize Our Processing Times</b>								
Applications awaiting actions after a Board Decision, over 4 months <i>(source: special ergo report)</i> <i>(end-of-quarter snapshot)</i>	23.1% 359	16%	% of Total Number	25.4% 312				
TC 1600	36.8% 123	16%	% of Total Number	41.3% 109				
TC 1700	14.1% 70	16%	% of Total Number	19.5% 80				
TC 2100	-	16%	% of Total Number	34.5% 30				
TC 2600	-	16%	% of Total Number	23.4% 29				
TC 2700 <i>(TC2700 split into TC2100 &amp; TC2600)</i>	29.1% 85	-	% of Total Number	50% 1				
TC 2800	14.3% 26	16%	% of Total Number	19.5% 29				
TC 3600	23.3% 20	16%	% of Total Number	10.1% 8				
TC 3700	21.1% 35	16%	% of Total Number	23.0% 26				
Designs	56.5% 13	16%	% of Total Number	59.1% 13				

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<b>Optimize Our Processing Times</b>								
Allowed applications awaiting a grant after issue fee payment, over 4 months <i>(source: ergo 14-4-4-36 report)</i> <i>(end-of-quarter snapshot)</i>	10.9%	13%	% of Total	9.7%				
	2,970		Number	2,356				
TC 1600	17.5%		% of Total	19.0%				
	714		Number	684				
TC 1700	8.9%		% of Total	7.4%				
	475		Number	355				
TC 2100	-		% of Total	11.7%				
	-		Number	27				
TC 2600	-		% of Total	7.3%				
	-		Number	32				
TC 2700 <i>(TC2700 split into TC2100 &amp; TC2600)</i>	12.0%		% of Total	10.6%				
	521			354				
TC 2800	8.8%		% of Total	6.6%				
	494		Number	330				
TC 3600	10.2%		% of Total	7.3%				
	480		Number	202				
TC 3700	10.9%		% of Total	8.9%				
	2,970		Number	372				

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<b>Optimize Our Processing Times</b>								
Average PTO time from issue fee payment to patent grant, based on patents granted <i>(source: PUBs ) (monthly average at end of Qtr)</i>	3.9	3.0	Months	3.5				
<b>Optimize Our Processing Times</b>								
Applications pending over 36 months <i>(source: ergo 14-4-4-36 report) (end-of-quarter)</i>	3.2%	5%	% of Total	3.2%				
	14,757		Number	15,133				
TC 1600	6.9%		% of Total	6.9%				
	3,633		Number	3,608				
TC 1700	2.5%		% of Total	2.5%				
	1,775		Number	1,741				
TC 2100	-		% of Total	2.5%				
			Number	1,303				
TC 2600	-		% of Total	5.0%				
			Number	3,439				
TC 2700 <i>(TC2700 split into TC2100 &amp; TC2600)</i>	4.0%		% of Total	6.8%				
	5,265		Number	1,184				
TC 2800	1.8%		% of Total	1.7%				
	1,692		Number	1,630				
TC 3600	1.6%		% of Total	1.6%				
	812		Number	804				
TC 3700	2.1%		% of Total	2.1%				
	1,476		Number	1,424				

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<b>Optimize Our Processing Times</b>								
Patents granting over 36 months after filing <i>(source: ergo 14-4-4-36 report)</i> <i>(last month of quarter)</i>	13.3%	14%	% of Total	10.5%				
	1,550		Number	1,193				
TC 1600	17.6%		% of Total	15.1%				
	195		Number	180				
TC 1700	12.7%		% of Total	9.9%				
	264		Number	195				
TC 2100	-		% of Total	18.2%				
	-		Number	4				
TC 2600	-		% of Total	18.8%				
	-		Number	9				
TC 2700 <i>(TC2700 split into TC2100 &amp; TC2600)</i>	27.7%		% of Total	24.1%				
	487		Number	368				
TC 2800	9.2%		% of Total	7.4%				
	259		Number	206				
TC 3600	10.2%		% of Total	5.4%				
	166		Number	85				
TC 3700	7.8%		% of Total	6.4%				
	179		Number	146				
Designs	2.2%		% of Total	2.5%				
	21		Number	29				

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<b>Enhance the Quality of Our Products</b>								
Percent of allowed applications in which prosecution was reopened <i>(source: OPQR monthly report, Qtr is 3 month cum, Cum is FY yr-to-date)</i>	6.6%	5.5%	% reopened	4.6%				4.6%
TC 1600	5.7%		% reopened	4.0%				4.0%
TC 1700	5.1%		% reopened	3.4%				3.4%
TC 2100	5.1%		% reopened	3.2%				3.2%
TC 2600	5.5%		% reopened	6.3%				6.3%
TC 2700	4.6%		% reopened	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800	9.0%		% reopened	3.6%				3.6%
TC 3600	6.7%		% reopened	2.1%				2.1%
TC 3700	9.5%		% reopened	11.3%				11.3%
Designs	0.0%		% reopened	0.0%				0.0%
<b>Enhance the Quality of Our Products</b>								
Percent of allowed applications where a significant question relating to quality was raised <i>(source: OPQR monthly report, Qtr is 3 month cum, Cum is FY yr-to-date)</i>	7.7%	7.0%	% w/question	6.7%				6.7%
TC 1600	4.8%		% w/question	8.0%				8.0%
TC 1700	4.4%		% w/question	2.7%				2.7%
TC 2100	6.5%		% w/question	4.8%				4.8%
TC 2600	9.3%		% w/question	7.9%				7.9%
TC 2700	7.8%		% w/question	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800	8.8%		% w/question	2.1%				2.1%
TC 3600	10.4%		% w/question	7.9%				7.9%
TC 3700	10.0%		% w/question	17.3%				17.3%
Designs	2.3%		% w/question	0.0%				0.0%

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<b>Enhance the Quality of Our Products</b>								
KEY DRIVER-Percent of office actions rated satisfactory or above in clear written communication <i>(source: in-process review report)</i> <i>(Qtr is 3 month cum, Cum is FY yr-to-date)</i> <i>(two-level criteria: Sat &amp; Unsat)</i>	74.2%  2674 <i>(# of cases reviewed &amp; entered)</i>	77%  (3% pt)	% at least satisfactory	72.6%  383 <i>(1/08/01)</i>				
TC 1600	73.9%  448		% at least satisfactory	92.6%  27				
TC 1700	68.2%  311		% at least satisfactory	69.1%  94				
TC 2100	-  -		% at least satisfactory	60.0%  5				
TC 2600	-  -		% at least satisfactory	63.6%  22				
TC 2700	81.3%  384		% at least satisfactory	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800	57.3%  426		% at least satisfactory	57.4%  61				
TC 3600	80.3%  386		% at least satisfactory	70.0%  10				
TC 3700	80.7%  383		% at least satisfactory	79.0%  100				
Designs	79.2%  336		% at least satisfactory	78.1%  64				

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<b>Enhance the Quality of Our Products</b>								
KEY DRIVER-Percent customer satisfaction with setting forth positions clearly in written communications <i>(source: annual customer survey)</i> <i>(three-level criteria: Sat-Neutral-Unsat)</i>	63% (0)	66%	% satisfied					
TC 1600	52% (-6)		% satisfied					
TC 1700	64% (+3)		% satisfied					
TC 2100	-		% satisfied					
TC 2600	-		% satisfied					
TC 2700	59% (+1)		% satisfied	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800	54% (-8)		% satisfied					
Designs TC 2900	78% (+6)		% satisfied					
TC 3600	64% (+1)		% satisfied					
TC 3700	64% (+0)		% satisfied					

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<b>Enhance the Quality of Our Products</b>								
KEY DRIVER-Percent of office actions in which the field of search was appropriate <i>(source: in-process review report)</i> <i>(Qtr is 3 month cum, Cum is FY yr-to-date)</i> <i>(two-level criteria: Sat &amp; Unsat)</i>	93.3% 2567 <i>(# of cases reviewed &amp; entered)</i>	96% (3% pt)	% at least satisfactory	95.9% 369 <i>(1/08/01)</i>				
TC 1600	92.0% 448		% at least satisfactory	92.6% 27				
TC 1700	87.9% 298		% at least satisfactory	100% 95				
TC 2100	-		% at least satisfactory	60.0% 5				
TC 2600	-		% at least satisfactory	90.5% 21				
TC 2700	98.4% 379		% at least satisfactory	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800	91.5% 413		% at least satisfactory	96.6% 59				
TC 3600	97.2% 363		% at least satisfactory	100% 9				
TC 3700	89.8% 381		% at least satisfactory	96.0% 100				
Designs	96.5% 285		% at least satisfactory	94.3% 53				

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<b>Enhance the Quality of Our Products</b>								
KEY DRIVER-Percent customer satisfaction with conducting a proper search <i>(source: annual customer survey)</i> <i>(three-level criteria: Sat-Neutral-Unsat)</i>	61% (-3)	64%	% satisfied					
TC 1600	56% (-6)		% satisfied					
TC 1700	60% (-6)		% satisfied					
TC 2100	-		% satisfied					
TC 2600	-		% satisfied					
TC 2700	54% (-3)		% satisfied	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800	51% (-11)		% satisfied					
Designs TC 2900	72% (-1)		% satisfied					
TC 3600	70% (+5)		% satisfied					
TC 3700	63% (-1)		% satisfied					

<b>Improve the Quality of Our Services</b>								
Percent customers satisfied overall <i>(source: annual customer survey)</i>	64% (+7)	67%	% satisfied					
TC 1600	56% (-1)		% satisfied					
TC 1700	64% (+4)		% satisfied					
TC 2100	-		% satisfied					
TC 2600	-		% satisfied					
TC 2700	61% (+9)		% satisfied	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800	60% (+12)		% satisfied					
Designs TC 2900	72% (+8)		% satisfied					
TC 3600	66% (+2)		% satisfied					
TC 3700	65% (+5)		% satisfied					

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<b>Improve the Quality of Our Services</b>								
KEY DRIVER-Percent customer satisfaction with returning phone calls in one day <i>(source: annual customer survey)</i>	61% (+4)	66%	% satisfied					
TC 1600	57% (-5)		% satisfied					
TC 1700	64% (+3)		% satisfied					
TC 2100	-		% satisfied					
TC 2600	-		% satisfied					
TC 2700	63% (+9)		% satisfied	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800	60% (+10)		% satisfied					
Designs TC 2900	63% (0)		% satisfied					
TC 3600	58% (+1)		% satisfied					
TC 3700	61% (+2)		% satisfied					
<b>Improve the Quality of Our Services</b>								
KEY DRIVER-Percent customer satisfaction with directing callers to the proper office or person <i>(source: annual customer survey)</i>	69% (+5)	71%	% satisfied					
TC 1600	65% (-1)		% satisfied					
TC 1700	70% (+7)		% satisfied					
TC 2100	-		% satisfied					
TC 2600	-		% satisfied					
TC 2700	69% (+6)		% satisfied	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800	60% (+10)		% satisfied					
Designs TC 2900	75% (+5)		% satisfied					
TC 3600	68% (+5)		% satisfied					
TC 3700	70% (+6)		% satisfied					

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<b>Improve the Quality of Our Services</b>								
KEY DRIVER-Match FAXES within 3 days <i>(source: annual customer survey)</i>	44% (+3)	50% (6% pt)	% satisfied					
TC 1600	39% (-2)		% satisfied					
TC 1700	47% (+7)		% satisfied					
TC 2100	-		% satisfied					
TC 2600	-		% satisfied					
TC 2700	39% (0)		% satisfied	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800	40% (+3)		% satisfied					
Designs TC 2900	44% (0)		% satisfied					
TC 3600	45% (+1)		% satisfied					
TC 3700	46% (+3)		% satisfied					
<b>Improve the Quality of Our Services</b>								
KEY DRIVER-Average days to mail a filing receipt <i>(source: OIPE report)</i> <i>(last month of quarter)</i>	64	30	Days	60				
<b>Improve the Quality of Our Services</b>								
KEY DRIVER-Percent of filing receipts produced accurately <i>(source: OIPE report)</i> <i>(year-to-date)</i>	80.5%	84%	% accurate	71.2%				
<b>Improve the Quality of Our Services</b>								
KEY DRIVER-Percent customer satisfaction with mailing correct filing receipts within 30 days <i>(source: annual customer survey)</i>	52% (+11)	60% (8% pt)	% satisfied					

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<b>Enhance Our Employee's Satisfaction</b>								
Rank in government-wide survey results of employee satisfaction (in available)	Top 43%	Top 40%	Government survey					
Percent of Patent employees, considering everything, satisfied with their job.	55%	61%	PTO survey % satisfied					
TC 1600			% satisfied					
TC 1700			% satisfied					
TC 2100			% satisfied					
TC 2600			% satisfied					
TC 2700			% satisfied	<i>TC2700 split into TC2100 &amp; TC2600</i>				
TC 2800			% satisfied					
Designs TC 2900			% satisfied					
TC 3600			% satisfied					
TC 3700			% satisfied					
Percent of Patent employees proud to work for the USPTO.	60%	65%	PTO survey % satisfied					
TC 1600			% satisfied					
TC 1700			% satisfied					
TC 2100			% satisfied					
TC 2600			% satisfied					
TC 2700			% satisfied	<i>TC2700 split into TC2100 &amp; TC2600</i>				
TC 2800			% satisfied					
Designs TC 2900			% satisfied					
TC 3600			% satisfied					
TC 3700			% satisfied					

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<b>Enhance Our Employee's Satisfaction</b>								
Percent of Patent employees proud of the work they do.	75%	79%	PTO survey % satisfied					
TC 1600			% satisfied					
TC 1700			% satisfied					
TC 2100			% satisfied					
TC 2600			% satisfied					
TC 2700			% satisfied	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800			% satisfied					
Designs TC 2900			% satisfied					
TC 3600			% satisfied					
TC 3700			% satisfied					
<b>Percent of Patent employees satisfied with communication.</b>								
	30%	40%	PTO survey % satisfied					
TC 1600			% satisfied					
TC 1700			% satisfied					
TC 2100			% satisfied					
TC 2600			% satisfied					
TC 2700			% satisfied	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800			% satisfied					
Designs TC 2900			% satisfied					
TC 3600			% satisfied					
TC 3700			% satisfied					

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<b>Enhance Our Employee's Satisfaction</b>								
Percent of Patent employees satisfied valuing and respecting differences among individuals.	69%	70%	PTO survey % satisfied					
TC 1600			% satisfied					
TC 1700			% satisfied					
TC 2100			% satisfied					
TC 2600			% satisfied					
TC 2700			% satisfied	<i>TC2700 spilt into TC2100 &amp; TC2600</i>				
TC 2800			% satisfied					
Designs TC 2900			% satisfied					
TC 3600			% satisfied					
TC 3700			% satisfied					