

**UNITED STATES  
PATENT AND TRADEMARK OFFICE**



# **Applicant role in quality: internal quality survey FY 2021 Q2**

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Patent Public Advisory Committee quarterly meeting

UNITED STATES  
PATENT AND TRADEMARK OFFICE



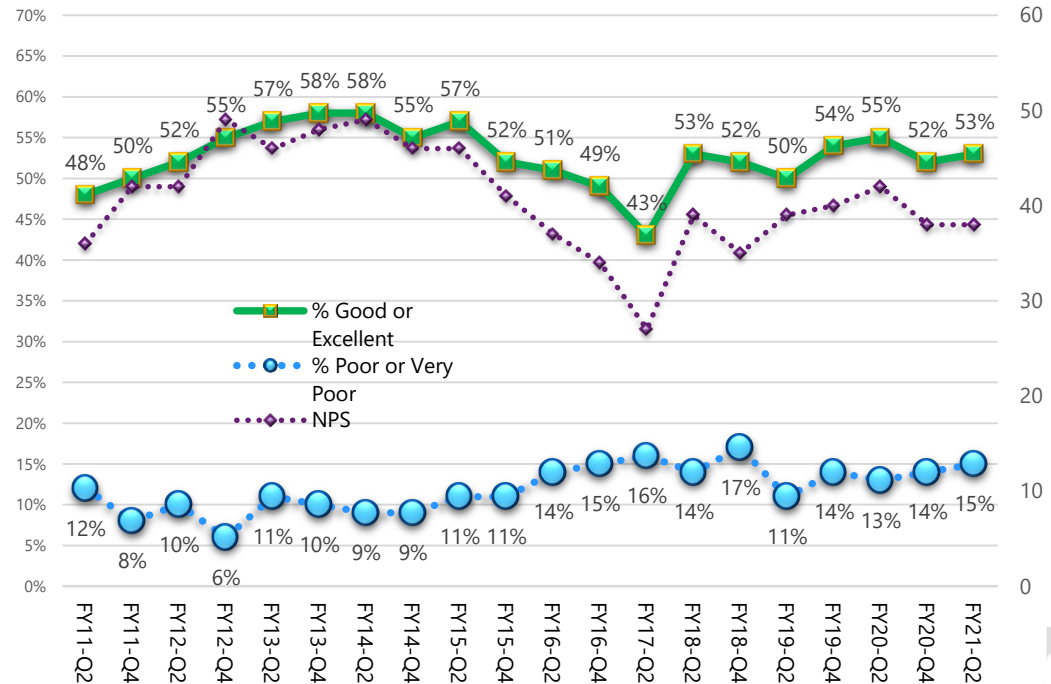
# Scope and purpose

- Semi-annual survey to coincide with external quality perception survey
- Administered to random sample of 815 patent examiners covering all technologies and grades
- Assess internal and external factors that impact examiners' ability to provide high-quality patent examination

# External factors (overall) net promoter score

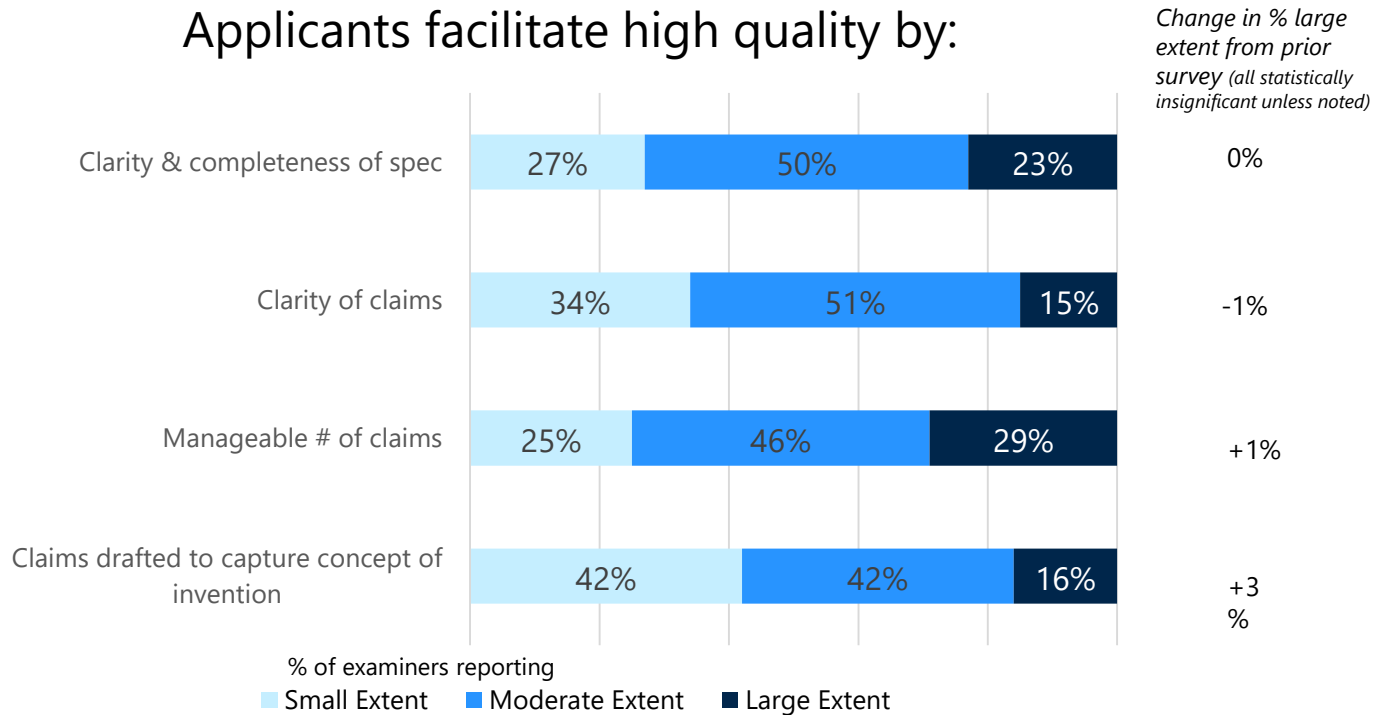
During the past quarter, overall, how would you rate the various external factors (patent applicants/agents/attorneys and their interactions) that impact your ability to provide high-quality patent examination?

|         | Good or Excellent | Poor or Very Poor | Ratio | Net Promoter Score |
|---------|-------------------|-------------------|-------|--------------------|
| FY11-Q2 | 48%               | 12%               | 4.00  | 36                 |
| FY11-Q4 | 50%               | 8%                | 6.25  | 42                 |
| FY12-Q2 | 52%               | 10%               | 5.20  | 42                 |
| FY12-Q4 | 55%               | 6%                | 9.17  | 49                 |
| FY13-Q2 | 57%               | 11%               | 5.18  | 46                 |
| FY13-Q4 | 58%               | 10%               | 5.80  | 48                 |
| FY14-Q2 | 58%               | 9%                | 6.44  | 49                 |
| FY14-Q4 | 55%               | 9%                | 6.11  | 46                 |
| FY15-Q2 | 57%               | 11%               | 5.18  | 46                 |
| FY15-Q4 | 52%               | 11%               | 4.73  | 41                 |
| FY16-Q2 | 51%               | 14%               | 3.64  | 37                 |
| FY16-Q4 | 49%               | 15%               | 3.27  | 34                 |
| FY17-Q2 | 43%               | 16%               | 2.69  | 27                 |
| FY18-Q2 | 53%               | 14%               | 3.79  | 39                 |
| FY18-Q4 | 52%               | 17%               | 3.06  | 35                 |
| FY19-Q2 | 50%               | 11%               | 4.55  | 39                 |
| FY19-Q4 | 54%               | 14%               | 3.86  | 40                 |
| FY20-Q2 | 55%               | 13%               | 4.23  | 42                 |
| FY20-Q4 | 52%               | 14%               | 3.71  | 38                 |
| FY21-Q2 | 53%               | 15%               | 3.53  | 38                 |



# External factors – FY 2021 Q2

Applicants facilitate high quality by:

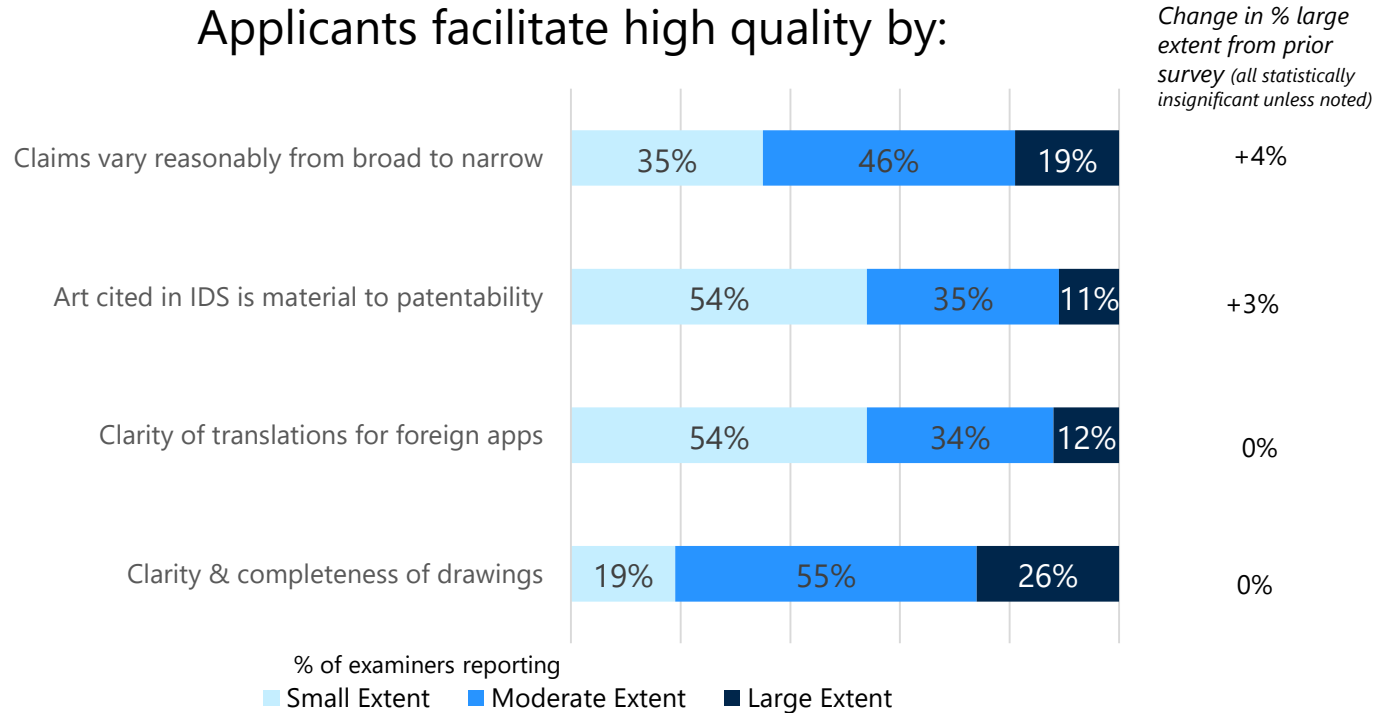


Source: USPTO FY21Q2 Internal Quality Survey



# External factors – FY 2021 Q2

Applicants facilitate high quality by:

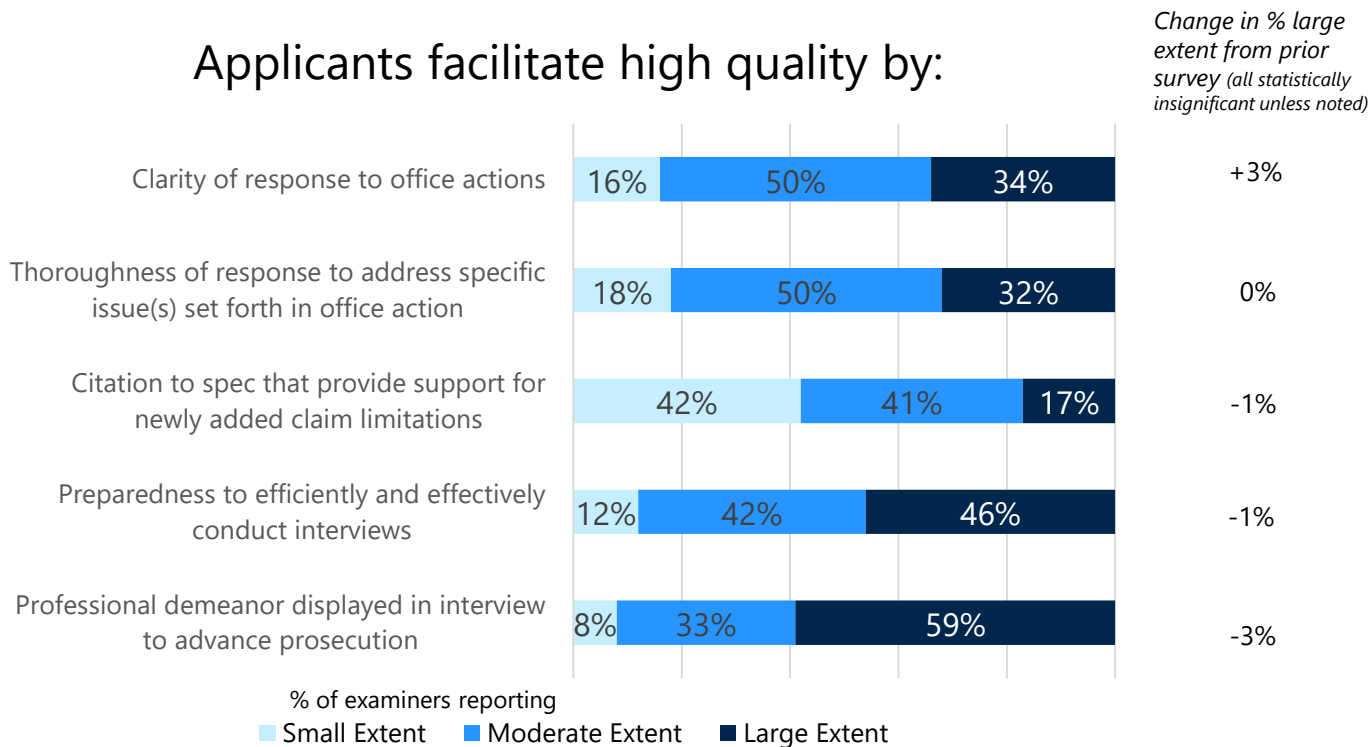


Source: USPTO FY21Q2 Internal Quality Survey



# External factors – FY 2021 Q2

## Applicants facilitate high quality by:



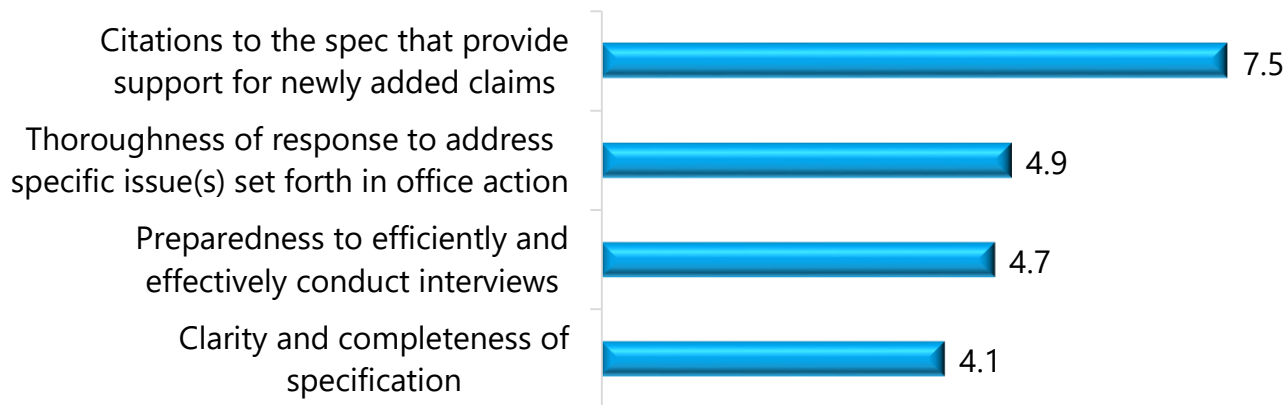
Source: USPTO FY21Q2 Internal Quality Survey



# Key drivers

## Odds ratio of factors against perception of external quality environment

Citations to the specification that provide support for newly added claims was found to have the highest odds ratio against Overall External Factors that impact the ability of examiners to provide high-quality examination. That is, if a respondent was satisfied with the citations to the specification, the respondent (examiner) is roughly 7 times more likely to rate the overall external factors as good/excellent.



# Questions and comments

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