

**UNITED STATES
PATENT AND TRADEMARK OFFICE**





Internal Quality Survey FY24Q4 Key Findings

October 2024



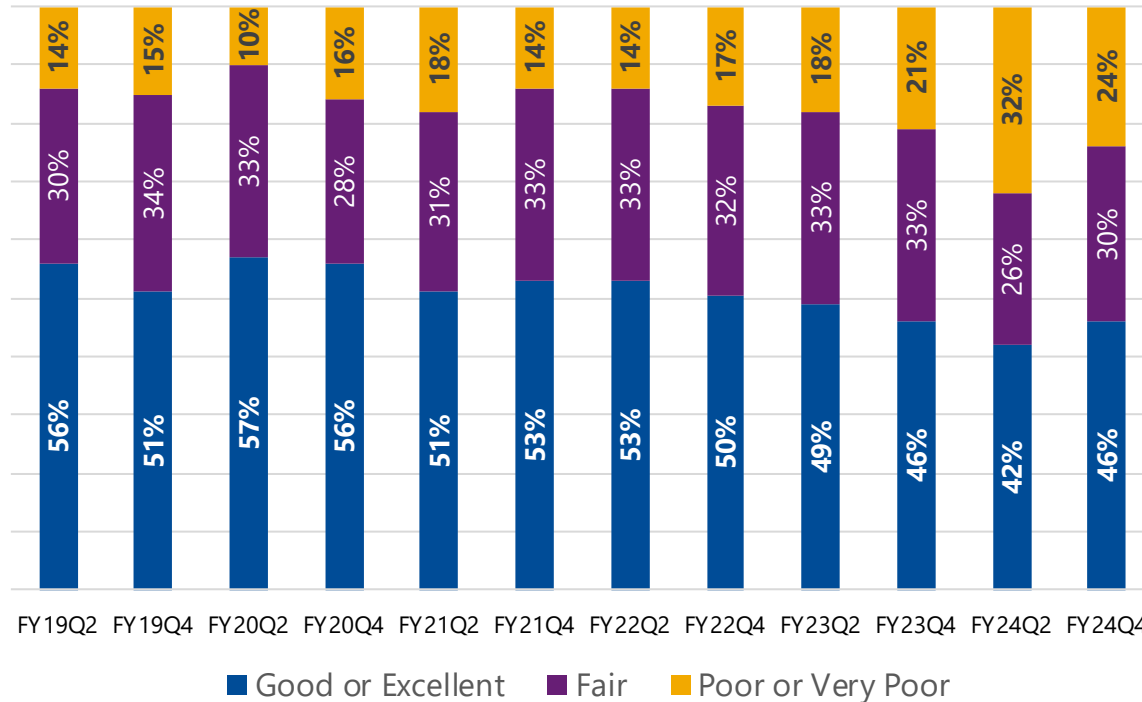
UNITED STATES
PATENT AND TRADEMARK OFFICE ®

Methodology

- 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

Internal factors (overall) historic

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?



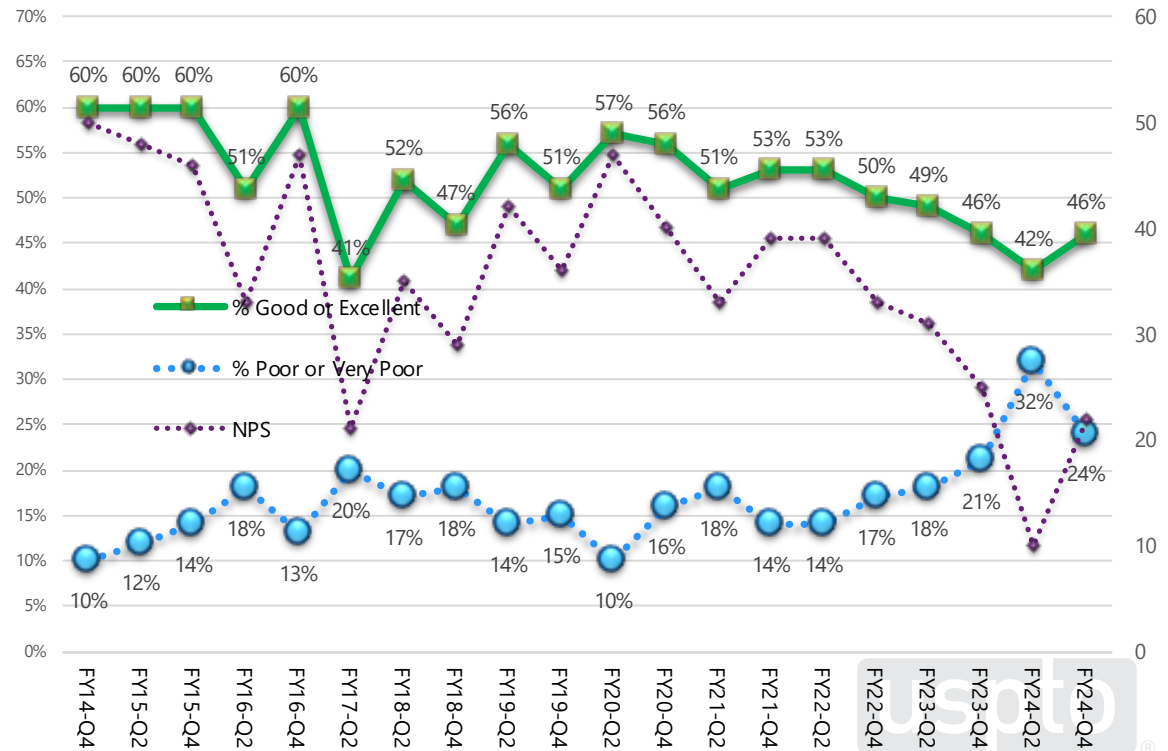
Source: USPTO semi-annual Internal Quality Survey



Internal factors (overall) NPS

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?

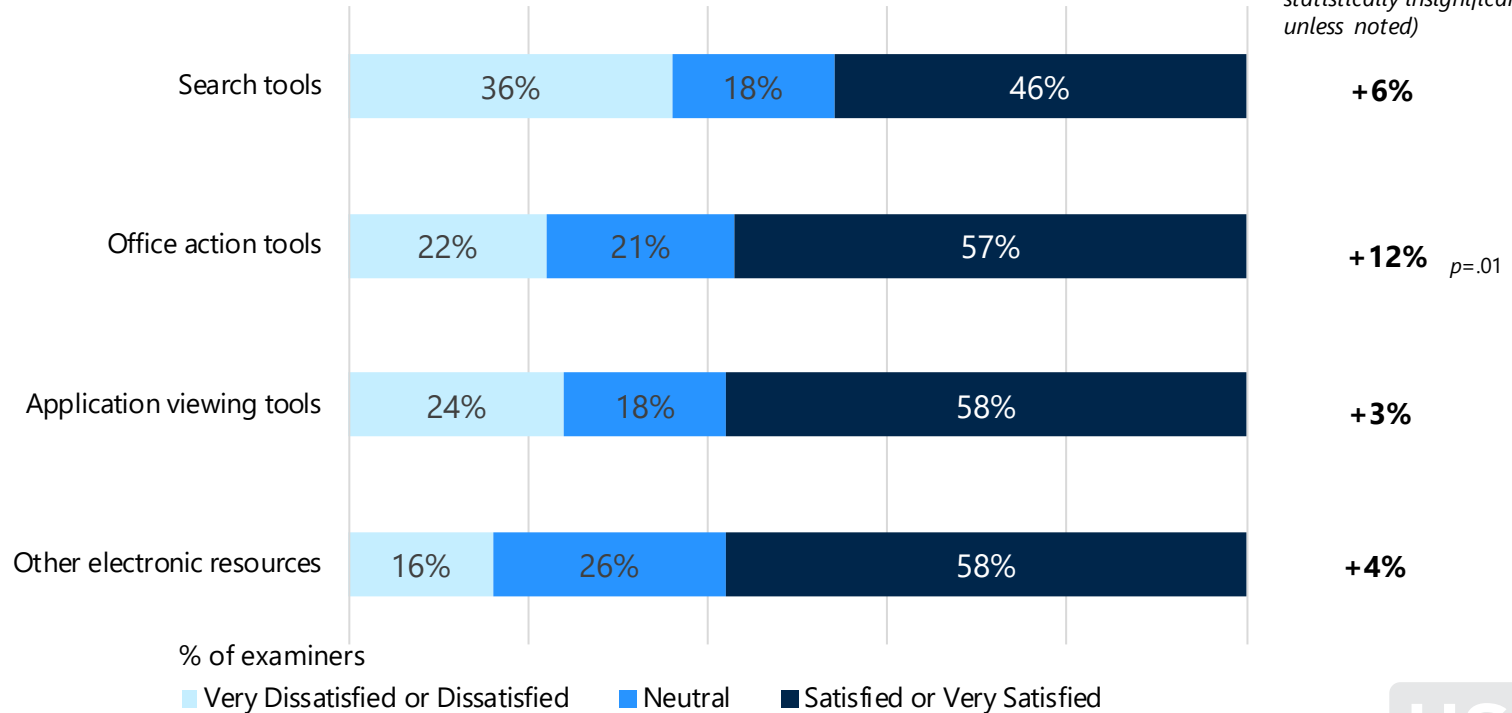
	q ^{ei} NPS			Net Promoter Score
	Good or Excellent	Poor or Very Poor	Ratio	
FY14-Q4	60%	10%	6.00	50
FY15-Q2	60%	12%	5.00	48
FY15-Q4	60%	14%	4.29	46
FY16-Q2	51%	18%	2.83	33
FY16-Q4	60%	13%	4.62	47
FY17-Q2	41%	20%	2.05	21
FY18-Q2	52%	17%	3.06	35
FY18-Q4	47%	18%	2.61	29
FY19-Q2	56%	14%	4.00	42
FY19-Q4	51%	15%	3.40	36
FY20-Q2	57%	10%	5.70	47
FY20-Q4	56%	16%	3.50	40
FY21-Q2	51%	18%	2.83	33
FY21-Q4	53%	14%	3.79	39
FY22-Q2	53%	14%	3.79	39
FY22-Q4	50%	17%	2.94	33
FY23-Q2	49%	18%	2.72	31
FY23-Q4	46%	21%	2.19	25
FY24-Q2	42%	32%	1.31	10
FY24-Q4	46%	24%	1.92	22



Internal factors – FY24Q4

Satisfaction with Tools

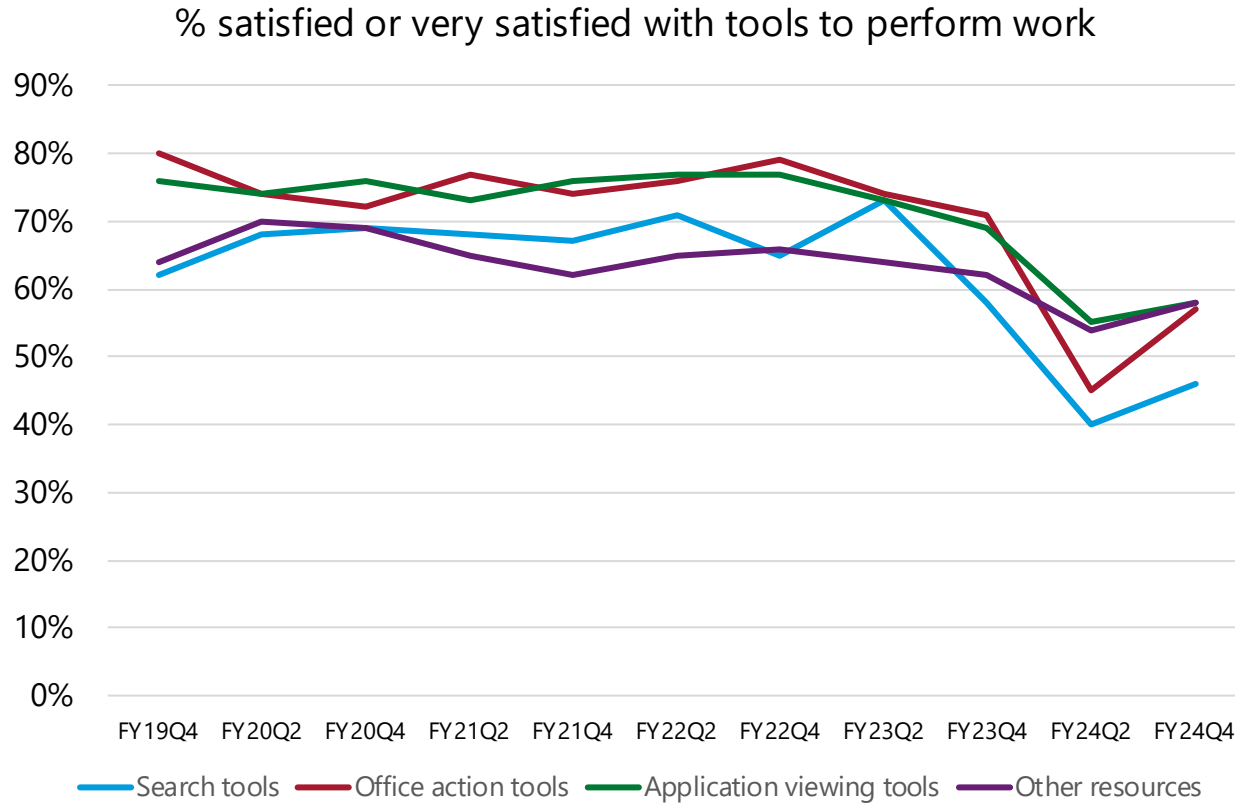
Change in % satisfied from prior survey (all statistically insignificant unless noted)



Source: USPTO FY24Q4 Internal Quality Survey



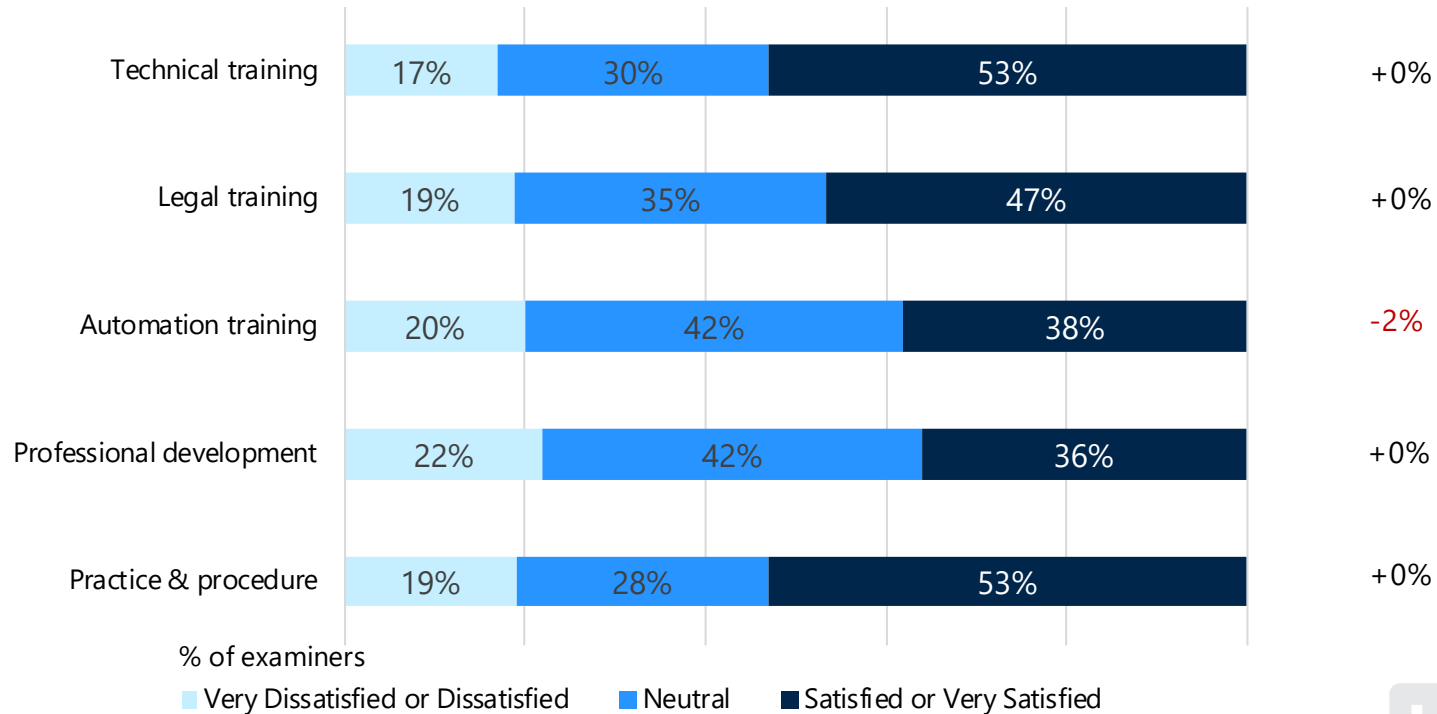
Internal factors – tools trends



Internal factors – FY24Q4

Satisfaction with Training Opportunities

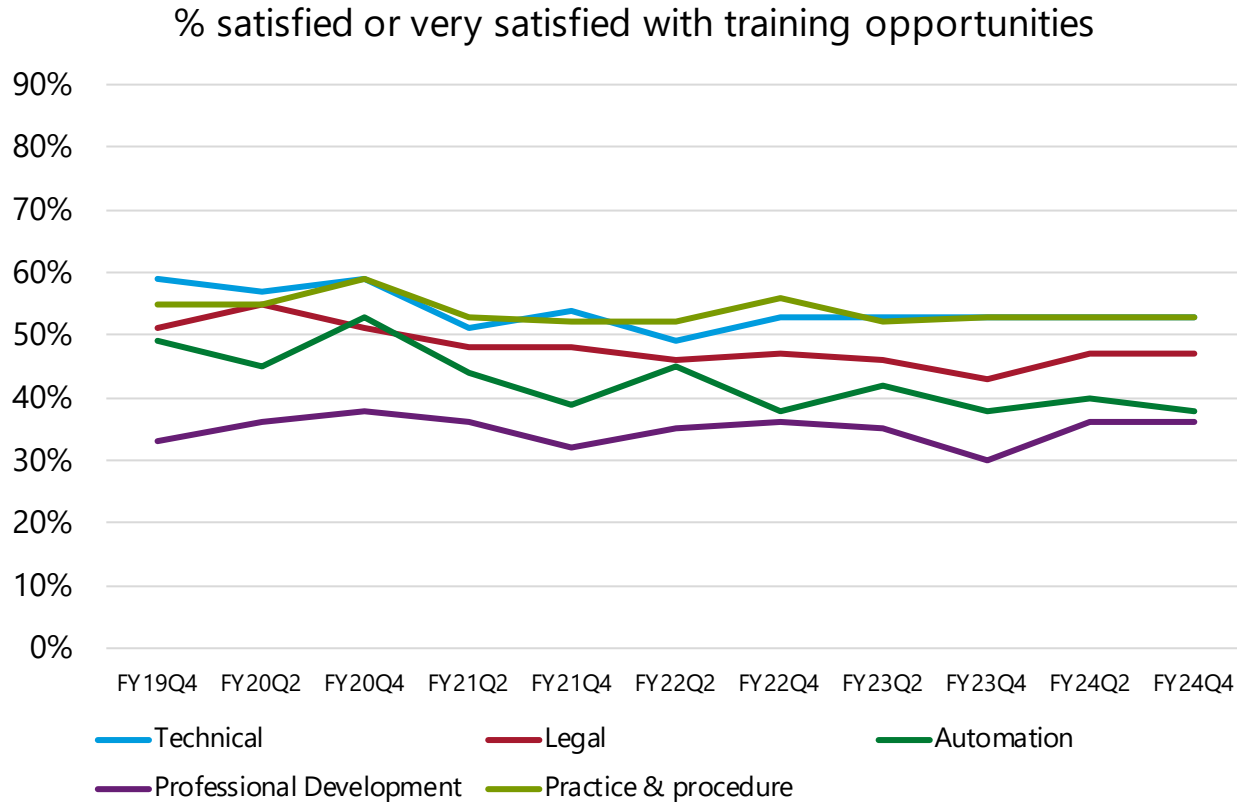
Change in % satisfied from prior survey (all statistically insignificant unless noted)



Source: USPTO FY24Q4 Internal Quality Survey



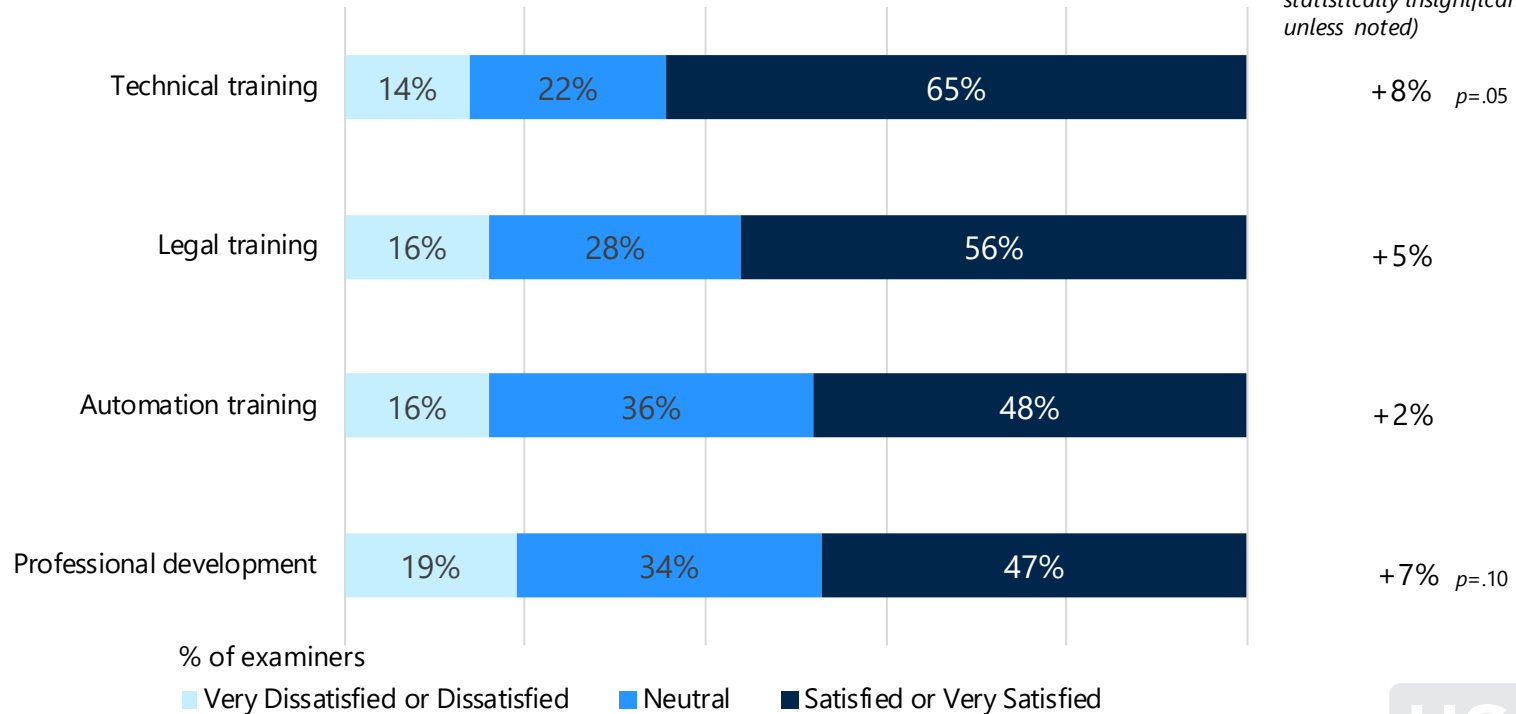
Internal factors – training trends



Internal factors – FY24Q4

Satisfaction with Training Effectiveness

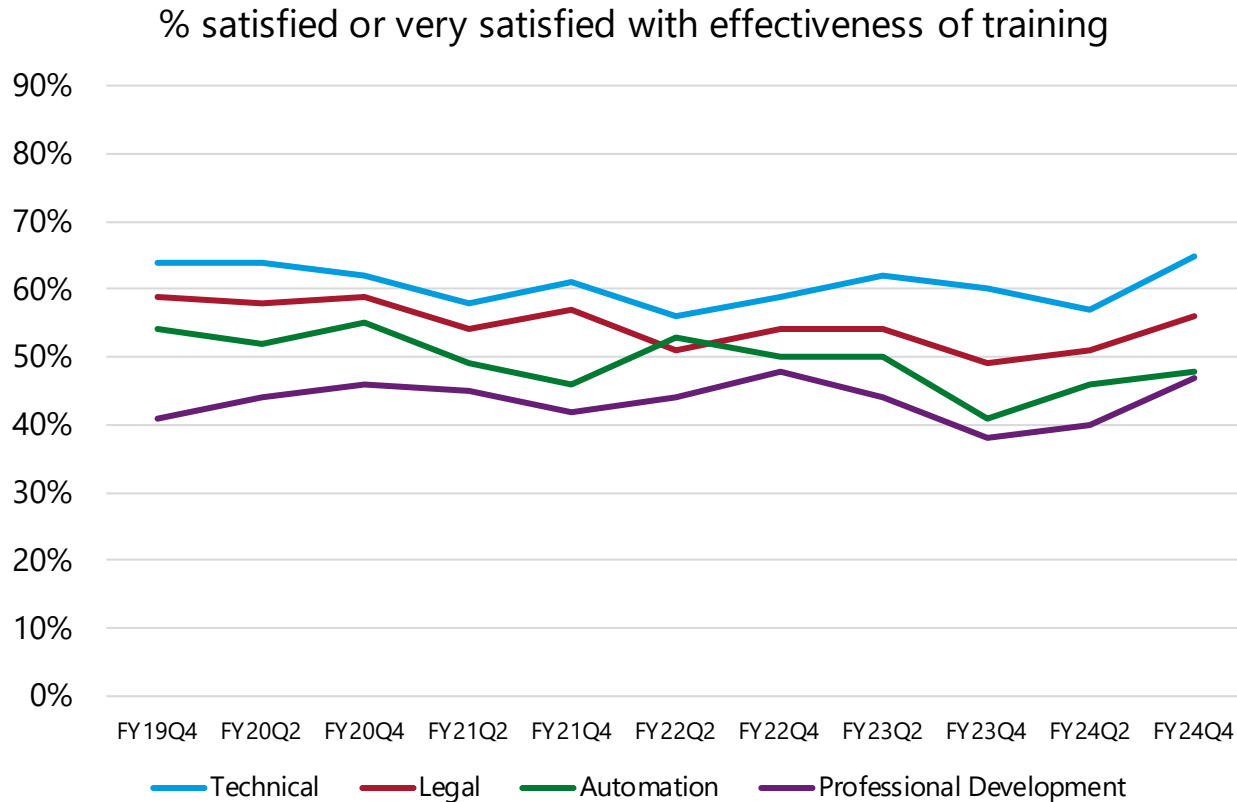
Change in % satisfied from prior survey (all statistically insignificant unless noted)



Source: USPTO FY24Q4 Internal Quality Survey

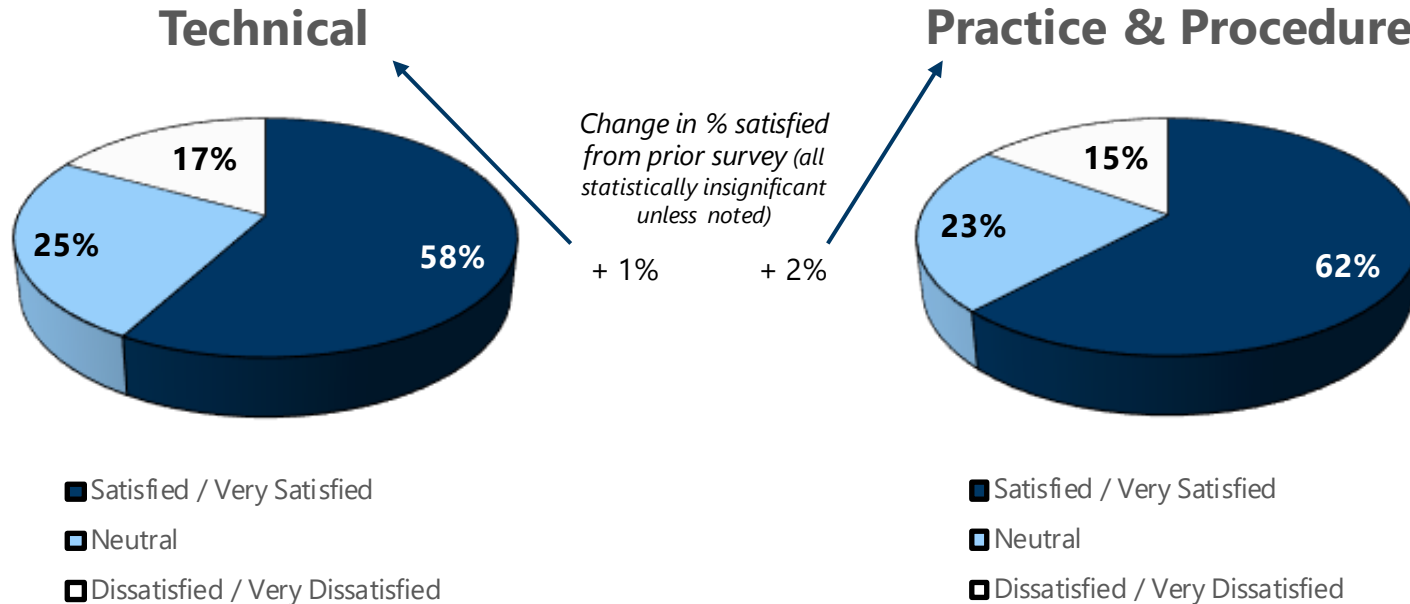


Internal factors – training trends



Internal factors – FY24Q4

Level of satisfaction with the effectiveness of coaching/mentoring received to maintain/improve the quality of work with respect to:

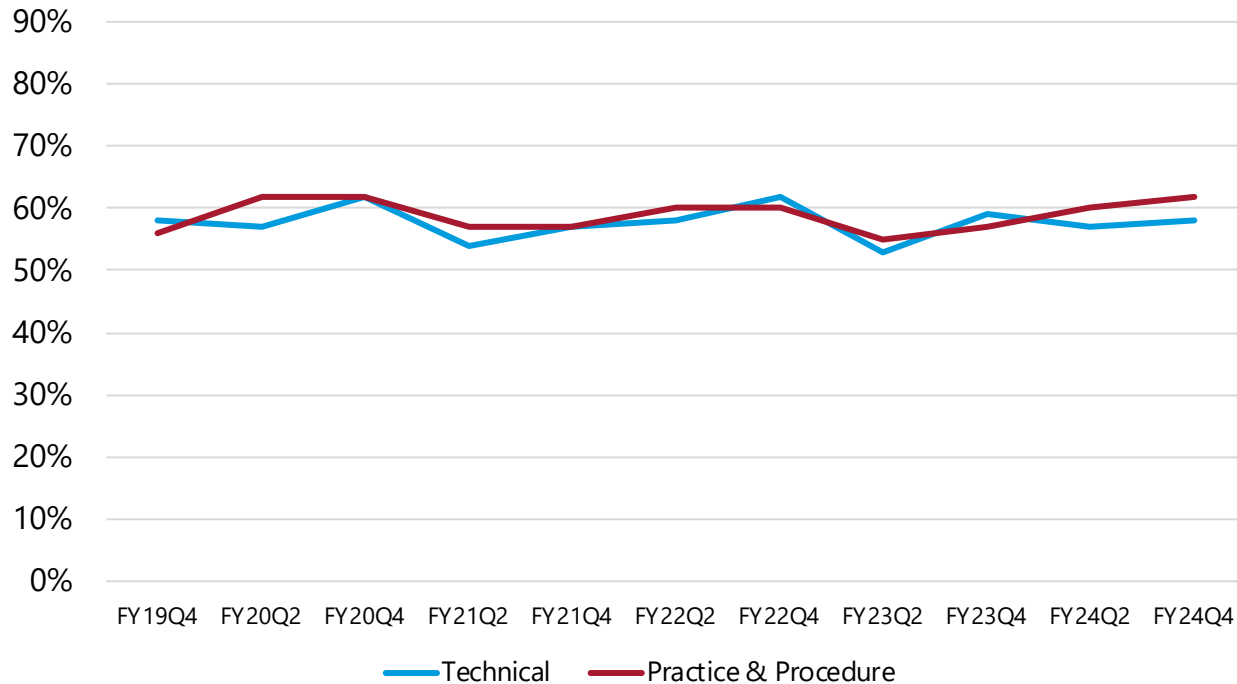


Source: USPTO FY24Q4 Internal Quality Survey



Internal factors – mentoring trends

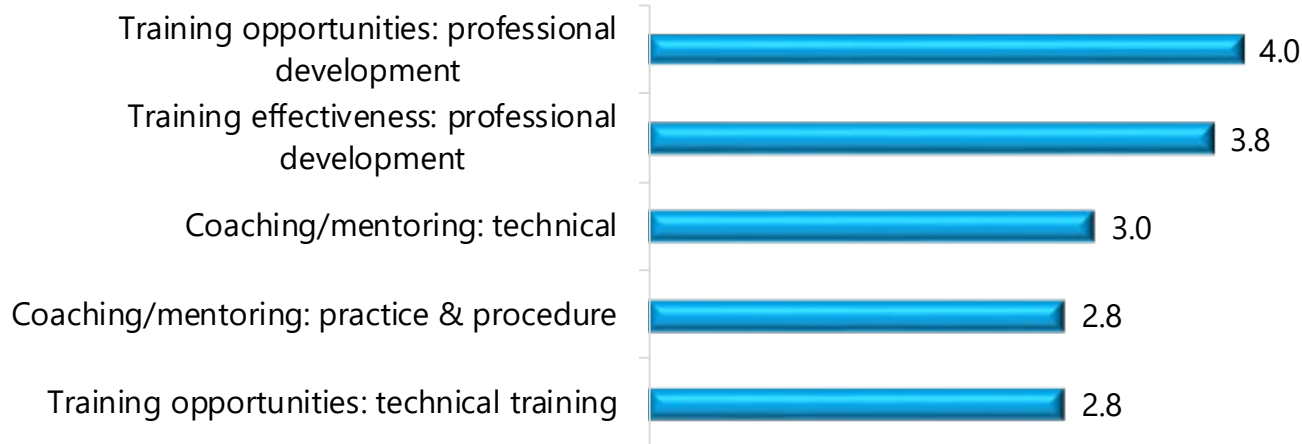
% satisfied or very satisfied with effectiveness of coaching/mentoring



Internal factors: key drivers

Odds ratio of factors against perception of internal quality environment

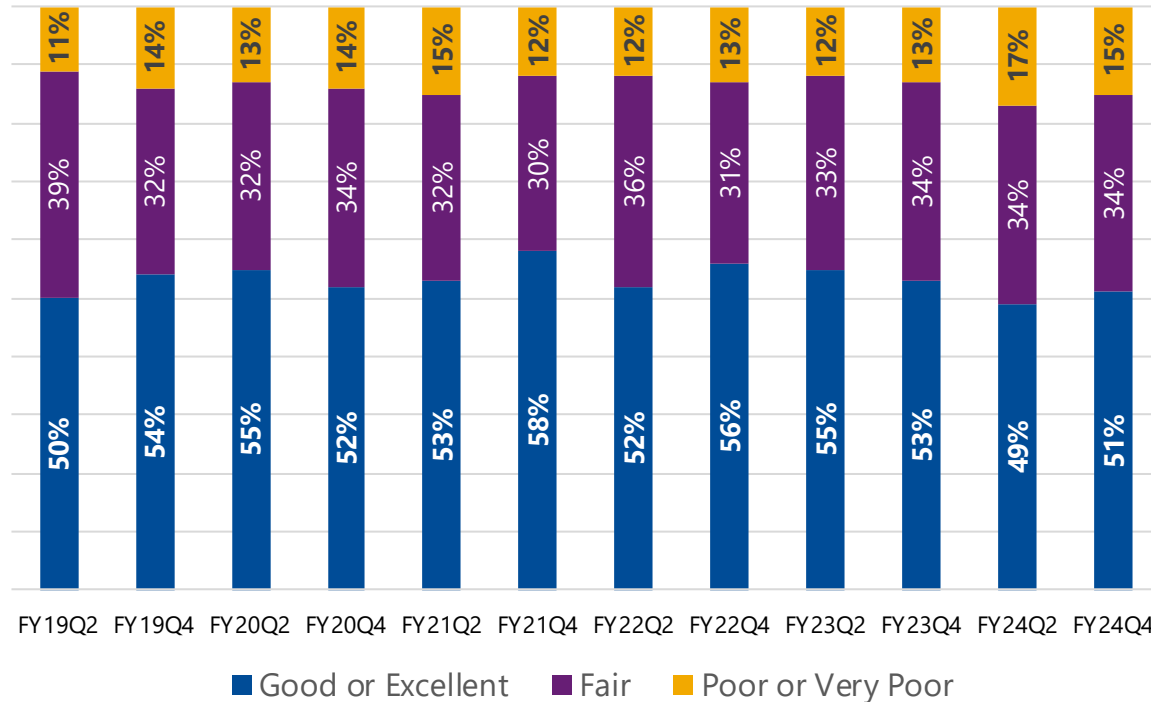
Training opportunities and effectiveness of training related to professional development were found to have the highest odds ratio against Overall Internal Factors that impact ability to provide high-quality examination. That is, if a respondent was satisfied with opportunities for or effectiveness of professional development training, the respondent is roughly 4 times more likely to rate the overall internal factors as good/excellent.



Due to sample size constraints, key driver analyses are based on cumulative historic data and may not necessarily reflect the current reporting period.

External factors (overall) historic

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



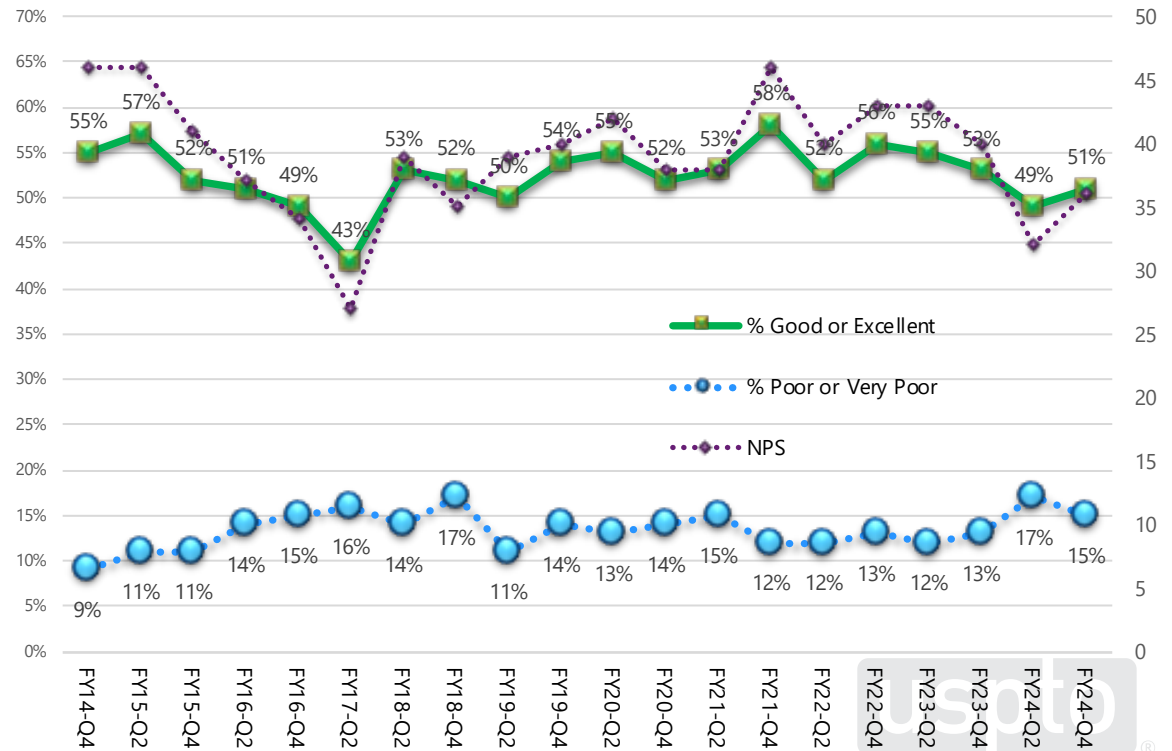
Source: USPTO semi-annual Internal Quality Survey



External factors (overall) NPS

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

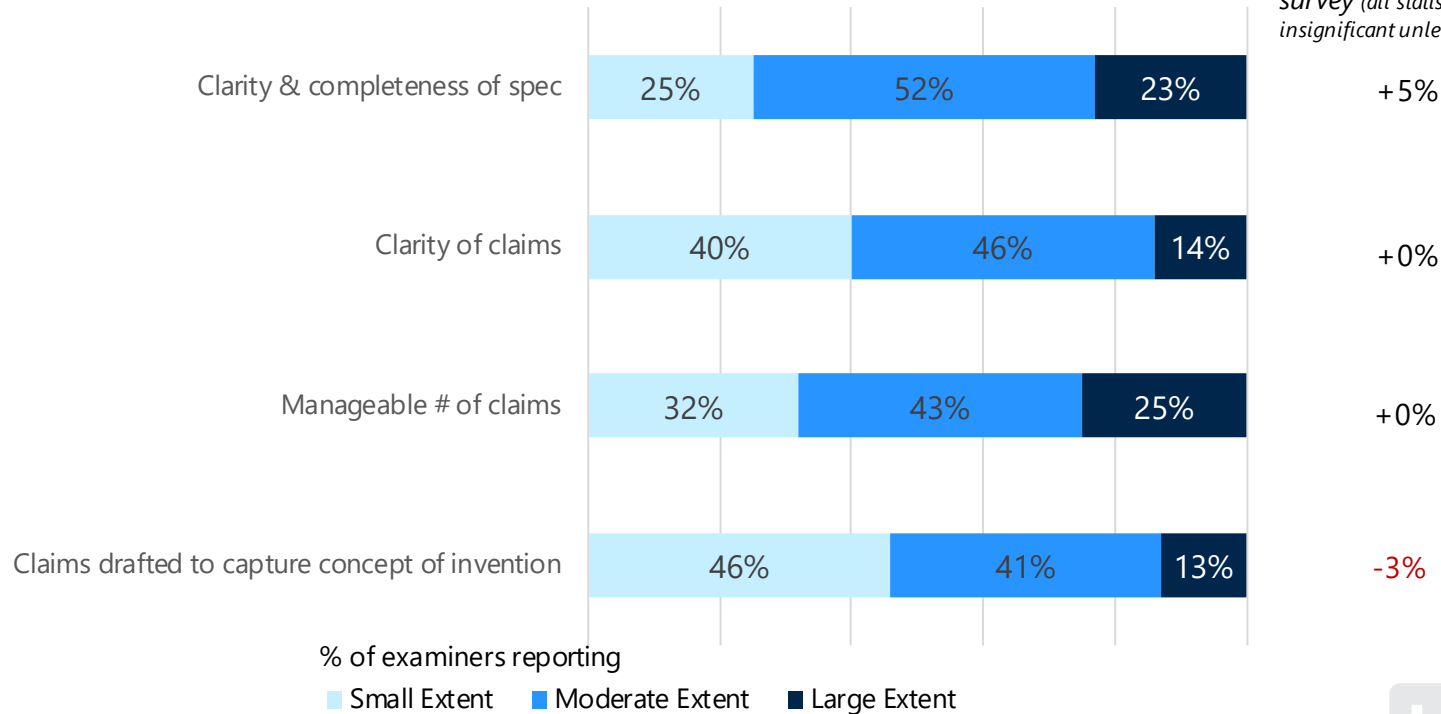
q ^{ee} NPS				
	Good or Excellent	Poor or Very Poor	Ratio	Net Promoter Score
FY14-Q4	55%	9%	6.11	46
FY15-Q2	57%	11%	5.18	46
FY15-Q4	52%	11%	4.73	41
FY16-Q2	51%	14%	3.64	37
FY16-Q4	49%	15%	3.27	34
FY17-Q2	43%	16%	2.69	27
FY18-Q2	53%	14%	3.79	39
FY18-Q4	52%	17%	3.06	35
FY19-Q2	50%	11%	4.55	39
FY19-Q4	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
FY21-Q4	58%	12%	4.83	46
FY22-Q2	52%	12%	4.33	40
FY22-Q4	56%	13%	4.31	43
FY23-Q2	55%	12%	4.58	43
FY23-Q4	53%	13%	4.08	40
FY24-Q2	49%	17%	2.88	32
FY24-Q4	51%	15%	3.40	36



External factors – FY24Q4

Applicants facilitate high quality by:

Change in % large extent from prior survey (all statistically insignificant unless noted)



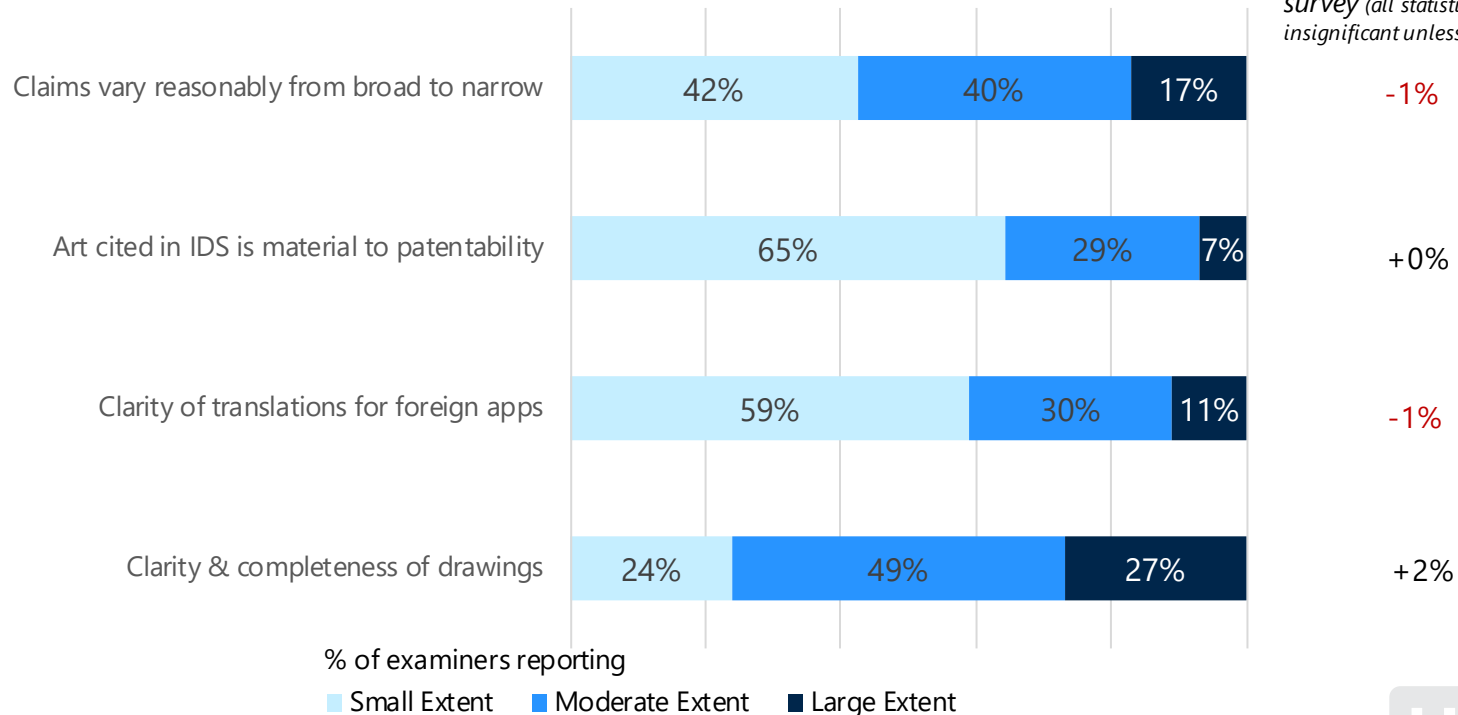
Source: USPTO FY24Q4 Internal Quality Survey



External factors – FY24Q4

Applicants facilitate high quality by:

Change in % large extent from prior survey (all statistically insignificant unless noted)



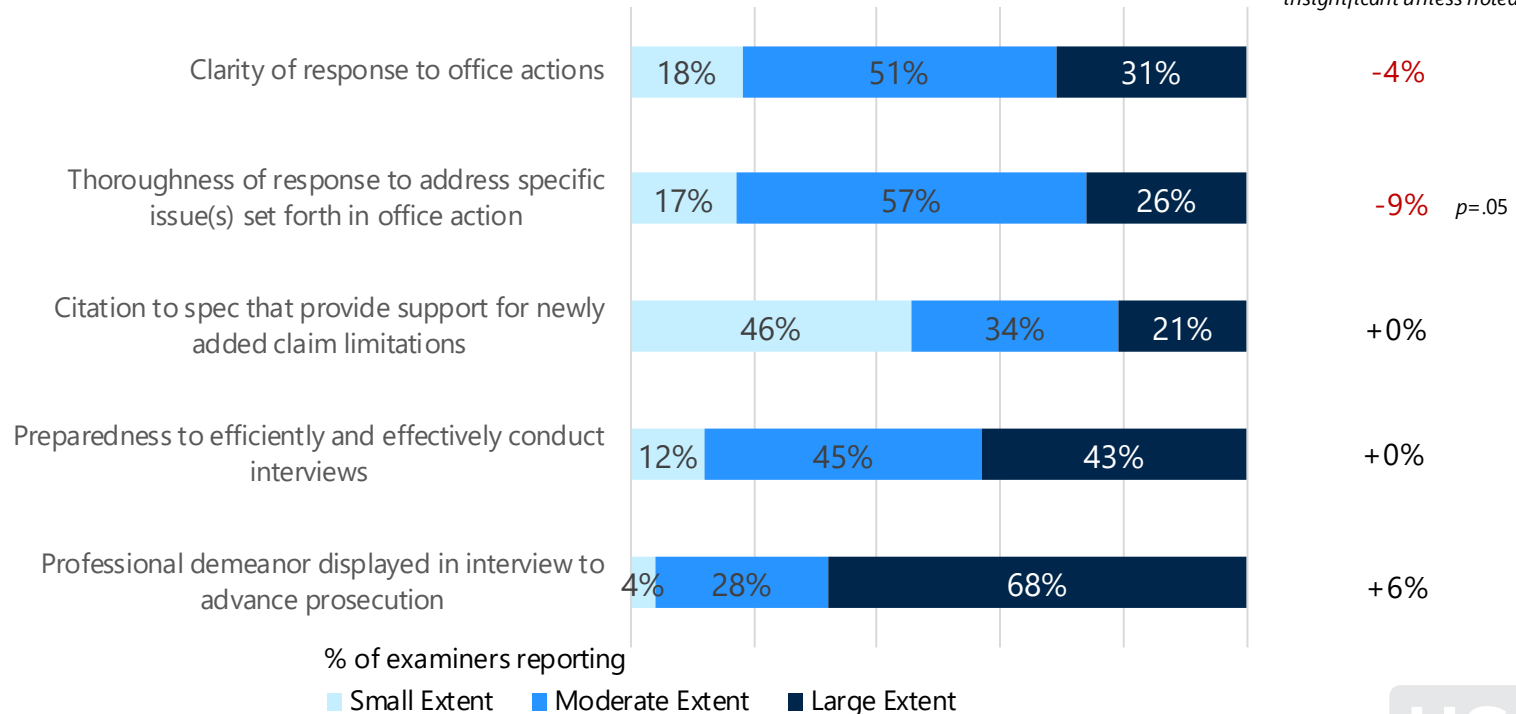
Source: USPTO FY24Q4 Internal Quality Survey



External factors – FY24Q4

Applicants facilitate high quality by:

Change in % large extent from prior survey (all statistically insignificant unless noted)



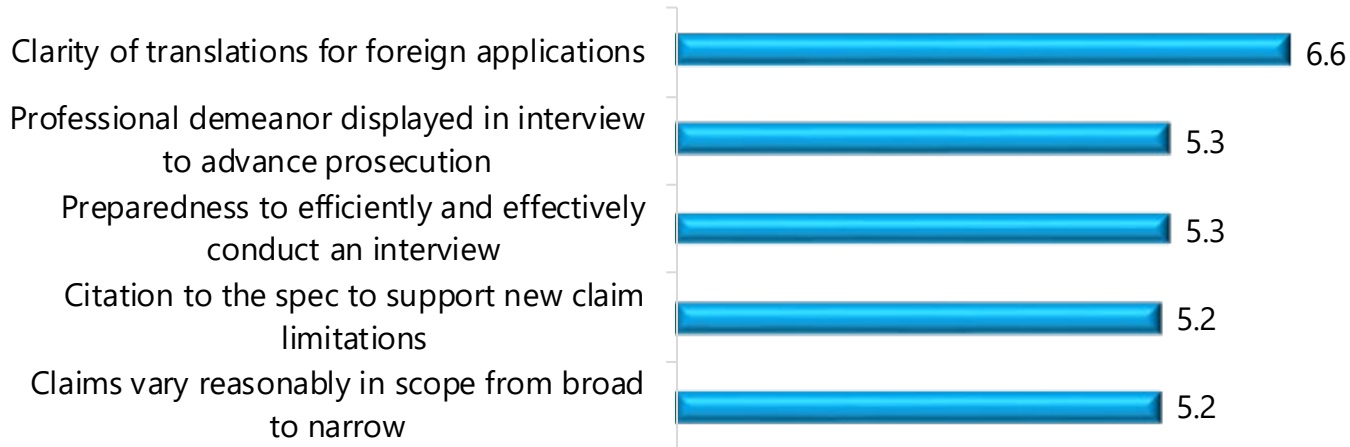
Source: USPTO FY24Q4 Internal Quality Survey



External factors: key drivers

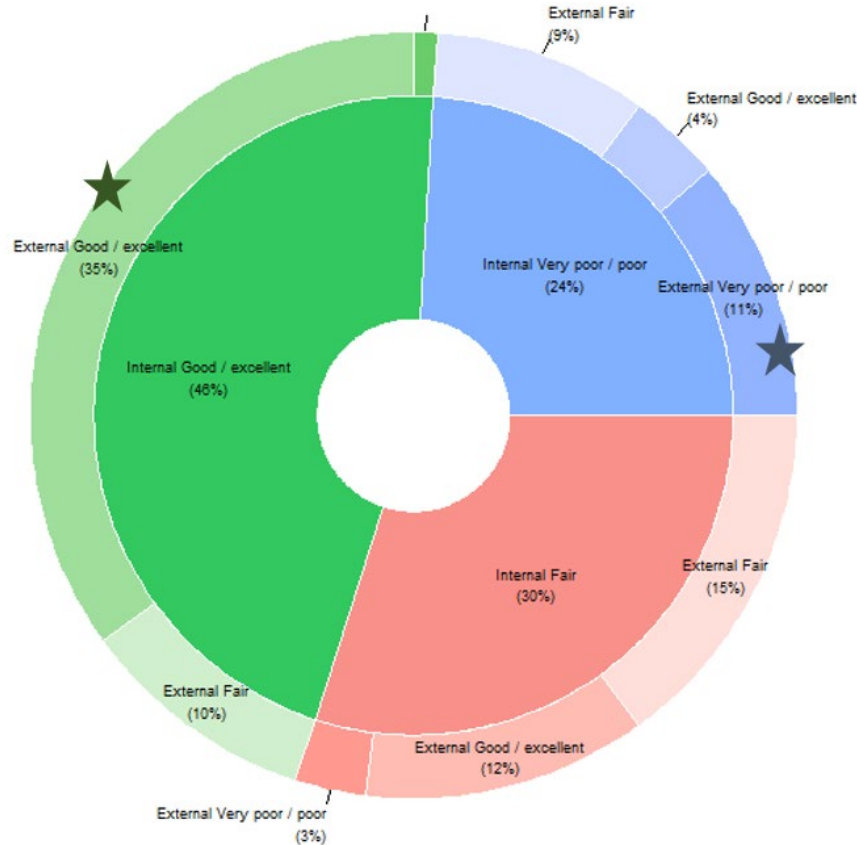
Odds ratio of factors against perception of external quality environment

Clarity of translations for foreign applications was found to have the highest odds ratio against Overall External Factors that impact ability to provide high-quality examination. That is, if a respondent was satisfied with the clarity of translations, the respondent is roughly 6 to 7 times more likely to rate the overall external factors as good/excellent. Interview-related factors are also strong drivers of perceptions.



Due to sample size constraints, key driver analyses are based on cumulative historic data and may not necessarily reflect the current reporting period.

Relationship of internal USPTO factors and external factors

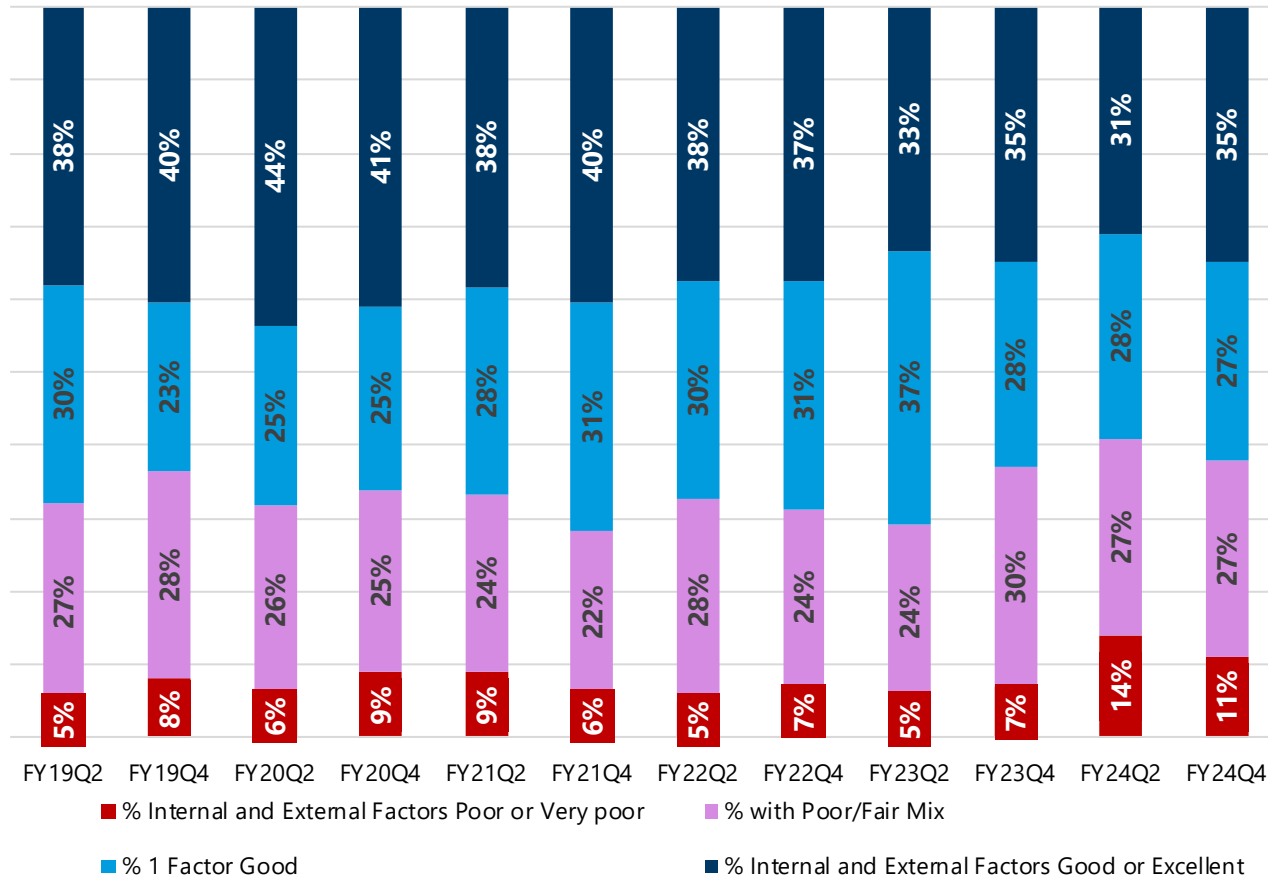


35% of respondents indicated both internal and external quality-related factors are “good or excellent”

11% of respondents indicated both internal and external quality-related factors are “poor or very poor”.



Examiners' quality environment



FY24Q4
NPS = 24



