

# Patent Public Advisory Committee Quarterly Meeting



## Quality Metrics

Richard Seidel

Acting Deputy Commissioner for Patent Administration

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Please submit questions to [ppac@uspto.gov](mailto:ppac@uspto.gov)

UNITED STATES  
PATENT AND TRADEMARK OFFICE



# Program Summary



- FY 2016 is a transition year
- Quality Composite will be discontinued
- Challenge is to capture clarity and effectiveness; simplify evaluation of quality
- Correctness and clarity of our work product will drive this effort (Product Indicators)
- QIR data will continue to be leveraged (Process Indicators)

# Quality Metric Data Sources

**FY 2011 - FY 2015**

Quality Composite
Final Disposition Compliance
In-Process Compliance
FAOM Review
Search Review
QIR
External Quality Survey
Internal Quality Survey
Composite Score

**FY 2016**

Data Source
<b>Master Review Form</b> Captures statutory compliance, along with clarity in assessing the statutory compliance, from a variety of action types (Product Indicators)
<b>Transactional QIR</b> Big Data analysis will continue to be leveraged, focusing on transactional results (Process Indicators)
Continued administration but used for root cause analysis and validation/verification
<b>DISCONTINUED</b>



# Quality Metric Data Sources

**FY 2016**

FY 2011 - FY 2015

Quality Cor	Data Source
Final Dispos	<b>Master Review Form</b> Captures statutory compliance, along with clarity in assessing the statutory compliance, from a variety of action types (Product Indicators)
In-Process C	
FAOM Review	
Search Review	
QIR	
External Qua	<b>Transactional QIR</b> Big Data analysis will continue to be leveraged, focusing on transactional results (Process Indicators)
Internal Qua	
Composite S	

**FY 2016 Goals Metrics**

**Correctness TBD**

**Clarity Baselined**

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Internal Qua	
Composite S	

## FY 2016 Goals Metrics

**Correctness** TBD

**Clarity** Baselined

## FY 2016 Key Process Indicators

**Monitoring Efficiency of Process - Reopening Prevention**

**Monitoring Efficiency of Process - Rework Reduction**

**Monitoring Efficiency of Process - Consistency of Decision Making**

# Questions and Comments

**Richard Seidel**

Acting Deputy Commissioner for Patent Administration

[Richard.Seidel@USPTO.GOV](mailto:Richard.Seidel@USPTO.GOV)

(571) 272-8800



