



# United States Patent and Trademark Office

## Mission Statement

The mission of the U. S. Patent and Trademark Office is to promote industrial and technological progress in the United States and strengthen the economy by:

- Administering the laws relating to patents and trademarks while ensuring the creation of valid, prompt, and proper intellectual property rights
- Advising the Administration on all domestic and global aspects of intellectual property.

## Priorities

Although the United States Patent and Trademark Office's (USPTO's) mission in administering the intellectual property laws has a continuous tradition stretching back to the founding of the republic, the economic environment in which it undertakes that mission has changed in the past decade. Technological innovation and the marketing of new goods and services have increasingly driven U.S. economic growth. This has led to prolonged rapid growth in demand for the USPTO's principal products: patents and trademark registrations. Now more than ever, it is critical that USPTO reinforce its position as the leading intellectual property organization in the world by providing the highest quality patents and trademarks in a timely manner. To do this, USPTO has refocused its attention on (1) enhancing the quality of USPTO products and services and (2) minimizing patent and trademark applicant processing time. Both the patent business and the trademark business have adopted these goals to guide their operations.

## FY 2003 Program Changes

	Base		Increase/Decrease	
	FTE	Amount	FTE	Amount
Patent Process	5,975	\$1,093,878	250	+\$96,746

An increase of +250 FTE and +\$96,746 is requested in support of Patent business goals to minimize patent application processing time and enhance the quality of products and services. Resources will be used to hire additional examination staff, address increased publication costs, and support the quality of examination through enhanced examiner access to search tools.

Trademark Process	967	\$149,649	15	+\$24,635
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An increase of +15 FTE and +\$24,635 is requested in support of Trademark business goals to minimize trademark application processing time and enhance the quality of products and services. Resources will be used to continue work focused on achieving a fully electronic workplace that will improve timeliness and productivity.

## Targets and Performance Summary

See individual Performance Goal section for further description of each measure

### Performance Goal 1A: Enhance the quality of our patent products and services

Measure	FY 1999 Target	FY 1999 Actual	FY 2000 Target	FY 2000 Actual	FY 2001 Target	FY 2001 Actual	FY 2002 Target	FY 2003 Target
Improve the Quality of Patents by 55% by Reducing the Error Rate from 6.6% to 3% by FY 2006	New	5.5%	New	6.6%	New	5.4%	5.0%	4.5%
Increase Overall Customer Satisfaction from 64% to 80% by FY 2006	65%	57%	60%	64%	67%	64%	67%	70%

### Performance Goal 1B: Minimize patent application processing time

Measure	FY 1999 Target	FY 1999 Actual	FY 2000 Target	FY 2000 Actual	FY 2001 Target	FY 2001 Actual	FY 2002 Target	FY 2003 Target
Reduce Average First Action Pendency to 12 Months by FY 2006	New	13.8	New	13.6	New	14.4	14.7	16.6
Reduce Average Total Pendency to 26 Months by FY 2006	23.3	25.0	26.2	25.0	26.2	24.7	26.5	27.3

### Performance Goal 2A: Enhance the quality of our trademark products and services

Measure	FY 1999 Target	FY 1999 Actual	FY 2000 Target	FY 2000 Actual	FY 2001 Target	FY 2001 Actual	FY 2002 Target	FY 2003 Target
Reduce the Error Rate from 6% to 3% by 2004	New	New	New	3.4%	New	3.1%	5.0%	4.0%
Increase Overall Customer Satisfaction from 70% to 80% by FY 2005	80%	69%	72%	65%	65%	70%	72%	75%

### Performance Goal 2B: Minimize trademark application processing time

Measure	FY 1999 Target	FY 1999 Actual	FY 2000 Target	FY 2000 Actual	FY 2001 Target	FY 2001 Actual	FY 2002 Target	FY 2003 Target
Reduce Average First Action Pendency to 2 Months by FY 2004	3.9	4.6	4.5	5.7	6.6	2.7	3.0	2.5
Reduce Average Total Pendency to 12 Months by FY 2006	15.5	18.9	18.0	17.3	19.0	17.8	15.5	13.5

## Resource Requirements Summary

(Dollars in Millions. Funding amounts reflect total obligations.)

Information Technology (IT)

Full-Time Equivalent (FTE)

**Performance Goal:**

1A - Enhance the quality of our Patent products and services

1B - Minimize patent application processing time

	FY 1999 Actual	FY 2000 Actual	FY 2001 Actual	FY 2002 Available	FY 2003 Base	Increase/ Decrease	FY 2003 Request
Salaries and Expenses (Patents)							
Total Funding	669.5	738.8	882.3	1005.6	1093.9	96.7	1190.6
IT Funding <sup>1</sup>	101.5	126.7	183.1	170.2	176.9	38.8	215.7
FTE	4,919	5,136	5,207	5,782	5975	250	6,225

**Performance Goal:**

2A - Enhance the quality of our Trademark products and services

2B - Minimize trademark application processing time

	FY 1999 Actual	FY 2000 Actual	FY 2001 Actual	FY 2002 Available	FY 2003 Base	Increase/ Decrease	FY 2003 Request
Salaries and Expenses (Trademarks)							
Total Funding	118.0	133.4	126.2	136.4	149.6	24.6	174.2
IT Funding <sup>1</sup>	29.3	34.7	32.0	29.9	31.0	6.6	37.6
FTE	856	871	942	967	967	15	982

**Discontinued Performance Goal: Strengthen intellectual property protection in the United States and abroad, making it more accessible, affordable, and enforceable**

	FY 1999 Actual	FY 2000 Actual	FY 2001 Actual	FY 2002 Available	FY 2003 Base	Increase/ Decrease	FY 2003 Request
Total Funding	16.1	23.1	32.1	Discontinued	Discontinued	Discontinued	Discontinued
IT Funding <sup>1</sup>	4.2	4.7	4.7				
FTE	85	121	129				

**Grand Total**

	FY 1999 Actual	FY 2000 Actual	FY 2001 Actual	FY 2002 Available	FY 2003 Base	Increase/ Decrease	FY 2003 Request
Total Funding	803.6	895.3	1,040.6	1,142.0	1,243.5	121.4	1,364.9
Direct	803.3	894.7	1,040.5	1,142.0	1,243.5	121.4	1,364.9
Reimbursable <sup>2</sup>	0.3	0.6	0.1	0.2	0.2	0.0	0.2
IT Funding <sup>1</sup>	135.0	166.1	219.8	200.1	207.9	45.4	253.3
FTE	5,860	6,128	6,278	6,749	6942	265	7,207

1 IT funding included in total funding

2 Reimbursable funding included in total funding

**Skills Summary:**

Knowledge of global intellectual property rights systems and policies, expertise in intellectual property law, and appropriate scientific and technical expertise.

## FY 2003 Performance Goals

### Performance Goal 1A: Enhance the Quality of Our Patent Products and Services

(This goal has been reworded since the publication of the FY 2000 Annual Program Performance Report and FY 2002 Annual Performance Plan. This goal was previously worded as: “Enhance the quality of patent products and services, transition to e-government, and optimize patent processing time.”)

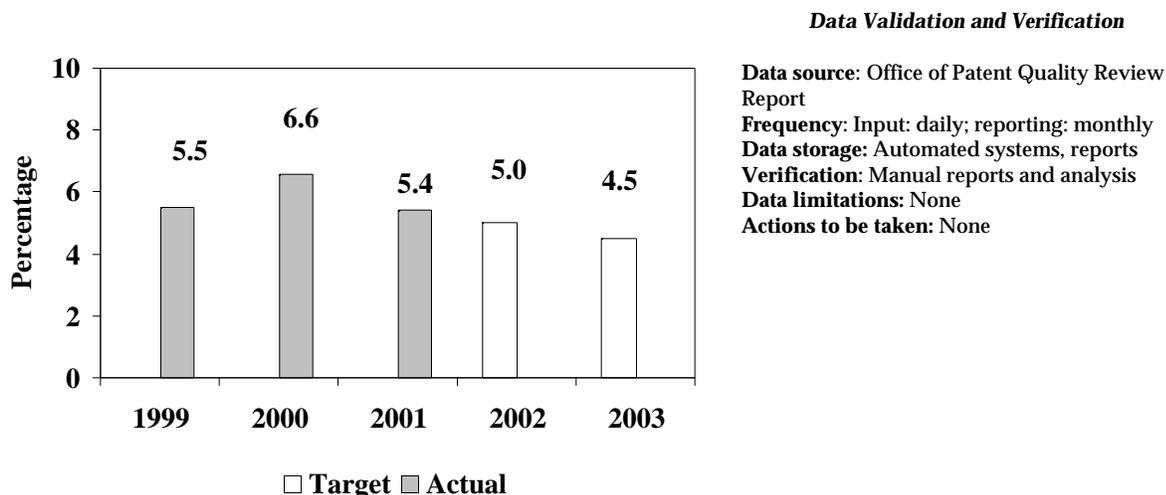
#### Corresponding Strategic Goal

Strategic Goal 2: Provide infrastructure for innovation to enhance American competitiveness

#### Rationale for Performance Goal

By measuring the quality of patent products and services and increasing our customer satisfaction rate to world-class service levels, we will establish the confidence in our products and services needed to increasingly spur our economy and reduce unneeded litigation costs.

#### **Measure 1A(a): Improve the Quality of Patents by 55% by Reducing the Error Rate from 6.6% to 3% by FY 2006**



	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Target	New	New	New	5.0%	4.5%
Actual	5.5%	6.6%	5.4%		
Met/Not Met					

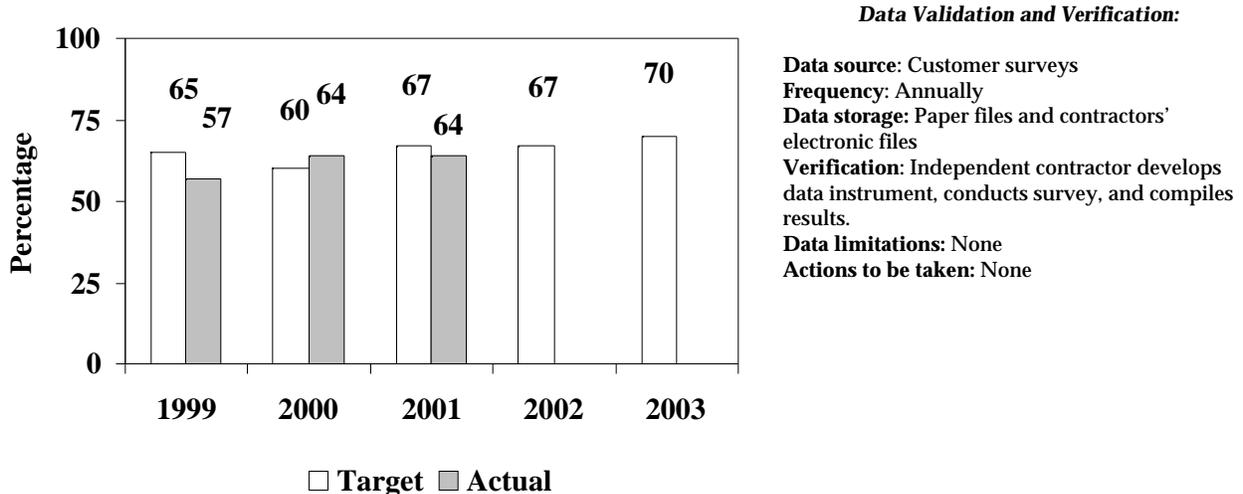
**Explanation of Measure**

FY 2001 reflects actual error rate from October 2000 through September 2001. FY 2002 and beyond will be reported on a September to August basis. The Patent Business finished FY 2001 with a 5.4% error rate, a great improvement from last year's 6.6%. Over the past 18 years, this error rate has varied from 3.7% to 7.6%. Our goal is to reduce the error rate to a level of 3% by FY 2004.

An error is defined as at least one claim within the randomly selected allowed application under quality review that would be held invalid in a court of law, if the application were to issue as a patent without the required correction. Some examples of errors include the issuance of a claim notwithstanding the existence of anticipatory prior art under 35 USC 102, or relevant prior art under 35 USC 103 that would render the allowed claim obvious. Other errors may include lack of compliance of a claim to the other statutory requirements (i.e., 35 USC 101, 35 USC 112) and judicially created doctrines.

**Measure 1A(b): Increase Overall Customer Satisfaction from 64% to 80% by FY 2006**

(This measure has been reworded since the publication of the FY 2000 Annual Program Performance Report and FY 2002 Annual Performance Plan. This measure was previously worded as: "Percent of customers satisfied overall.")



	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Target	65%	60%	67%	67%	70%
Actual	57%	64%	64%		
Met/Not Met	Not Met	Met	Not Met		

**Explanation of Measure**

Target not met. The U.S. Patent and Trademark Office (USPTO) has been surveying customers of the patent process since FY 1995. Overall satisfaction remained virtually the same until FY 1998 with significant improvement in FY 1999 and FY 2000. The leveling off of overall satisfaction in FY 2001 is not surprising given the great advances over the previous three years, which our survey contractors

labeled statistically significant. They have cautioned us that repeated significant increases in overall satisfaction are highly unusual.

### **FY 2001 Program Evaluations for Performance Goal 1A: Enhance the Quality of Our Patent Products and Services**

- USPTO conducted ongoing reviews on the quality of patent examination. The aims of the reviews are to identify patentability errors, to assess the adequacy of the field of search and proper classification, and to assess proper examination practice and procedures. The information from these reviews helps the patent business units identify what training is needed to enhance overall product quality and to improve the consistency of examination. The results of the reviews provide analysis in the form of reports to USPTO management. These reports serve as a basis for developing training tools for educating examiners. In addition to reporting specific errors, the analysis provides information on recurring problems and trends.
- In January 2001, the USPTO continued its annual self-assessment process using the Baldrige criteria, which cover topics like leadership, strategic planning, customer and market focus, information and analysis, human resources, process management, and business results to project key requirements for delivering ever-improving value to customers while maximizing the overall effectiveness and productivity of the delivering organization. The study pinpointed several areas where the USPTO had particular strengths and other areas that represented opportunities for improvement. The USPTO will work on implementing improvements to continue toward increasing performance excellence.
- The USPTO conducted internal and external customer surveys and customer service training for employees and supported a wide variety of customer feedback activities. We need customer input to ensure that activities geared toward improving products and services are supportive of customer needs and expectations, and we seek this input through focus groups, partnership meetings, technology fairs, workshops, and publicity campaigns. The USPTO takes customer feedback into consideration when planning future activities.

### **Cross-cutting Activities**

#### **Other Government Agencies**

The USPTO partners with the following organizations in meeting this performance goal:

- The Departments of Agriculture, Justice, and State--to formulate intellectual property proposals.
- U.S. Agency for International Development--to improve systems for effectively granting and protecting intellectual property rights.
- The Departments of Defense, Energy, and the National Aeronautics and Space Administration--to handle patent applications that have national security implications.
- The Department of Health and Human Services--to handle both HIV/AIDS-related and recombinant DNA information.

### **External Factors and Mitigation Strategies**

- Business factors that foster dramatic increases or decreases in patent application filings.
- The degree to which inventors, patent firms, and corporate intellectual property departments move to an e-government environment.
- Ability to recruit and retain a quality workforce as a result of the demand in the private sector for electrical engineers, scientists, and computer information systems specialists.

## Performance Goal 1B: Minimize Patent Application Processing Time

(This goal has been reworded since the publication of the FY 2000 Annual Program Performance Report and FY 2002 Annual Performance Plan. This goal was previously worded as: “Enhance the quality of patent products and services, transition to e-government, and optimize patent processing time.”)

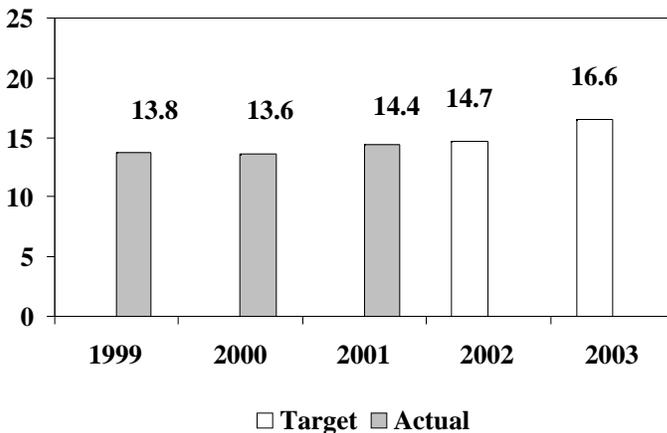
### Corresponding Strategic Goal

Strategic Goal 2: Provide infrastructure for innovation to enhance American competitiveness

### Rationale for Performance Goal

A decision on patentability must be rendered on a timely basis due its influence on investment, development, marketing strategies, and ultimately on the financial viability of U.S. businesses. Therefore, the patent business must both maximize the term of patent protection for the inventor by reducing internal processing and minimize the extension of patent term due to processing delays.

### Measure 1B(a): Reduce Average First Action Pendency to 12 Months by FY 2006



#### Data Validation and Verification

**Data source:** Patent Application Location and Monitoring (PALM) system

**Frequency:** Input: daily; reporting: monthly

**Data storage:** PALM, automated systems, reports

**Verification:** Accuracy of supporting data is controlled through internal program edits in the PALM system. Final test for reasonableness is performed internally by patent examiners and supervisory and program management.

**Data limitations:** None

**Actions to be taken:** None

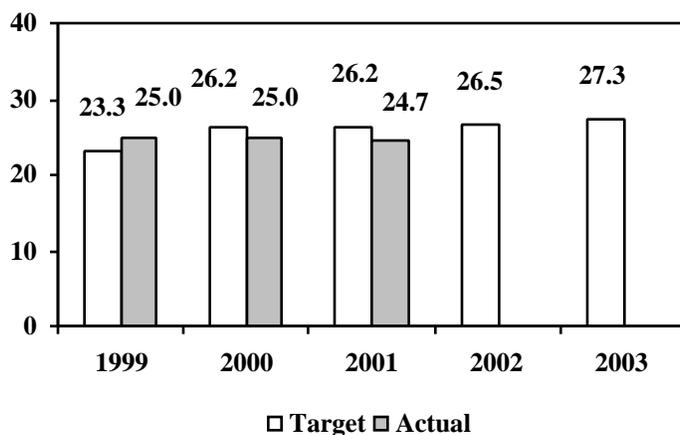
	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Target	New	New	New	14.7	16.6
Actual	13.8	13.6	14.4		
Met/Not Met					

### Explanation of Measure

First action pendency is the estimated time in months from filing to first office action on the merits. There are several reasons for the negative impact on first action pendency time: (1) the number of patent applications rose at a double-digit pace in FY 2000 and FY 2001, (2) inventions became increasingly technologically complex, and (3) a government-wide hiring freeze prevented the timely hiring of patent examiners.

### Measure 1B(b): Reduce Average Total Pendency to 26 Months by FY 2006

(This measure has been reworded since the publication of the FY 2000 Annual Program Performance Report and FY 2002 Annual Performance Plan. This measure was previously worded as: "Average pendency to issue or abandonment (months).")



**Data Validation and Verification**

**Data source:** The PALM system  
**Frequency:** Input: daily; reporting: monthly  
**Data storage:** PALM, automated systems, reports  
**Verification:** Accuracy of supporting data is controlled through internal program edits in the PALM system. Final test for reasonableness is performed internally by patent examiners and supervisory and program management.  
**Data limitations:** None  
**Actions to be taken:** None

	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Target	23.3	26.2	26.2	26.5	27.3
Actual	25.0	25.0	24.7		
Met/Not Met	Not Met	Met	Met		

#### Explanation of Measure

Target met. Total pendency is the estimated time in months from filing to issue or abandonment of the application. The time from filing to issue or abandonment was below plan primarily due to the low first action pendency in FY 2000. The timely hiring of patent examiners will enable us to maintain our target.

#### FY 2001 Program Evaluations for Performance Goal 1B: Minimize Patent Application Processing Time

The annual customer satisfaction survey serves as the primary vehicle for measuring timeliness. A section of the survey is devoted to customers' perceptions of how well the U.S. Patent and Trademark Office (USPTO) is meeting the timeliness standards it has established. The annual customer survey has proven to be the most reliable method for gathering this type of information because the USPTO administers it to a wide variety of USPTO customers, which allows us to isolate particular areas within the USPTO where timeliness issues are either problematic or successful. Furthermore, it allows us to evaluate the impacts of timeliness on overall customer satisfaction levels.

**Discontinued Measures**

**Percentage of Patents Granted that Do Not Qualify for Term Extension for Exceeding 36 Months**

*Data Validation and Verification*

**Data source:** The PALM system

**Frequency:** Input: daily; reporting: monthly

**Data storage:** PALM, automated systems, reports

**Verification:** Completeness and existence of supporting data is verified during the annual financial statement audit. Final test for reasonableness is performed internally.

**Data limitations:** N/A

**Actions to be taken:** None

	<b>FY 1999</b>	<b>FY 2000</b>	<b>FY 2001</b>	<b>FY 2002</b>	<b>FY 2003</b>
Target	New	New	86%	Discontinued	Discontinued
Actual			74%		
Met/Not Met			Not Met		

**Explanation of Measure**

Target not met. There are several reasons for the negative impact on first action pendency time: (1) the number of patent applications rose at a double-digit pace in FY 2000 and FY 2001, (2) inventions became increasingly technologically complex, and (3) a government-wide hiring freeze prevented the timely hiring of patent examiners.

The American Inventors Protection Act (AIPA), Public Law 106-113, provides a guarantee that seeks to ensure that diligent applicants maximize the term of their patent. The two main areas of the patent term adjustment provisions provide that the issuance of a first Office action later than 14 months from the filing date or issuance of a patent later than 36 months from the filing date will result in a commensurate restoration of patent term to the diligent applicant.

**Cross-cutting Activities**

**Other Government Agencies**

The USPTO partners with the following organizations in meeting this performance goal:

- The Departments of Defense and Energy and the National Aeronautics and Space Administration--in handling patent applications with national security implications.
- The Department of Health and Human Services--in handling both AIDS-related and recombinant DNA information.
- The Food and Drug Administration--in handling patent term extensions for drug-related patents that have received regulatory review.

**External Factors and Mitigation Strategies**

- Business factors that foster dramatic increases or decreases in patent application filings.
- The degree to which inventors, patent firms, and corporate intellectual property departments use the USPTO's e-Government environment.
- Ability to recruit and retain a quality workforce as a result of demand in the private sector for electrical engineers, scientists, and computer information systems specialists.

## Performance Goal 2A: Enhance the Quality of Our Trademark Products and Services

(This goal has been reworded since the publication of the FY 2000 Annual Program Performance Report and FY 2002 Annual Performance Plan. This goal was previously worded as: “Enhance the quality of trademark products and services, transition to e-government, and minimize trademark processing time.”)

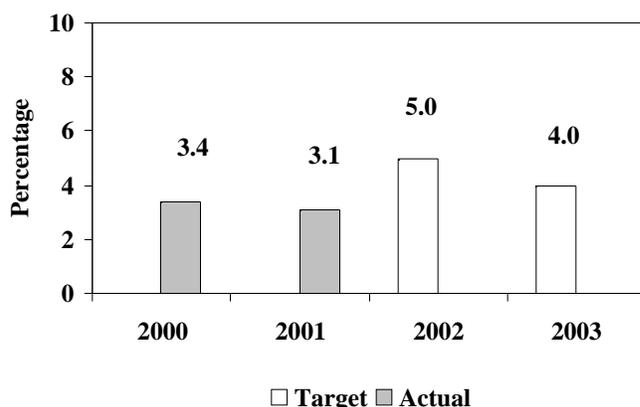
### Corresponding Strategic Goal

Strategic Goal 2: Provide infrastructure for innovation to enhance American competitiveness

### Rationale for Performance Goal

By measuring the quality of trademark products and services and by increasing our customer satisfaction rate, we will establish the confidence in our products and services that is needed to spur our economy. Our objective is to measure our performance with respect to the quality of the trademarks we register and the service we render to the users of the trademark system.

### Measure 2A(a): Reduce the Error Rate from 6% to 3% by FY 2004



#### **Data Validation and Verification**

**Data source:** Office of Trademark Quality Review Report  
**Frequency:** Input: daily; reporting: monthly  
**Data storage:** Automated systems, reports  
**Verification:** Manual reports and analysis  
**Data limitations:** None  
**Actions to be taken:** None

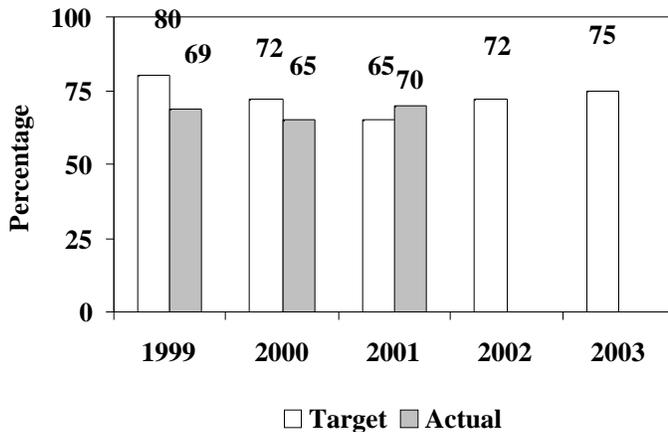
	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Target	New	New	New	5.0%	4.0%
Actual		3.4%	3.1%		
Met/Not Met					

### Explanation of Measure

An error rate is any error that has the potential to affect the registrability, validity, or value of a trademark registration. Examples of errors include failure to refuse registration because of a prior registration that may cause confusion and failure to refuse a trademark that is merely descriptive of the goods or services.

**Measure 2A(b): Increase Overall Customer Satisfaction from 70% to 80% by FY 2005**

(This measure has been reworded since the publication of the FY 2000 Annual Program Performance Report and FY 2002 Annual Performance Plan. This measure was previously worded as: "Percent of customers satisfied overall.")



**Data Validation and Verification**

**Data source:** Customer surveys  
**Frequency:** Annually  
**Data storage:** Paper files and contractors' electronic files  
**Verification:** Independent contractor develops data instrument, conducts survey, and compiles results.  
**Data Limitations:** None  
**Actions to be taken:** None

	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Target	80%	72%	65%	72%	75%
Actual	69%	65%	70%		
Met/Not Met	Not Met	Not Met	Met		

**Explanation of Measure**

Target met for FY 2001. We will continue to seek new ways to increase our overall customer satisfaction including expansion of current initiatives. We will also continue prudent monitoring of our progress with independent annual customer surveys.

**FY 2001 Program Evaluations for Performance Goal 2A: Enhance the Quality of Our Trademark Products and Services**

- The U.S. Patent and Trademark Office (USPTO) conducted ongoing reviews of the quality of trademark examination, which focused on four areas: substantive statutory criteria for registrability, search for confusingly similar marks, proper examination practice and procedure, and proper application of judicial precedents. The information from these reviews helps the business units identify the training that is necessary to enhance overall product quality and to improve the consistency of examination. The results of the reviews provide analysis in the form of reports to USPTO management. These reports serve as a tool for educating examiners and examining attorneys. In addition to reporting specific errors, the analysis provides information on recurring problems and trends.
- USPTO continued its annual self-assessment process using the Baldrige criteria to project key requirements for delivering ever-improving value to customers while maximizing overall effectiveness and productivity of the delivering organization. In January 2001, the USPTO conducted a second organizational-wide self-assessment using the Baldrige criteria to project

key requirements for delivering ever-improving value to customers while maximizing overall effectiveness and productivity of the delivering organization. The study focused on each of the Baldrige criteria (i.e., leadership, strategic planning, customer and market focus, information and analysis, human resources, process management, and business results). Several areas were identified in which the USPTO had particular strengths and other areas where there were opportunities for improvement. Work will continue on implementing improvements as the USPTO continues our journey towards performance excellence.

- USPTO conducted internal and external customer surveys and customer service training for employees and supported a wide variety of customer feedback activities. We need customer input to ensure that activities geared toward improving products and services support customer needs and expectations, and we seek this input through focus groups, partnership meetings, technology fairs, workshops, and publicity campaigns. Customer feedback is taken into consideration when planning future activities.

### **Cross-cutting Activities**

#### **Other Government Agencies**

USPTO partners with the following organization in meeting this performance goal:

- The U.S. Bureau of Customs--to deal with counterfeit goods or services.

### **External Factors and Mitigation Strategies**

- Business factors that foster dramatic increases or decreases in trademark application filings.
- ; Electronic filing increases access to the registration system and raises expectations for improved service and shorter time to registration.
- ; Cooperation of our constituency to change the way they do business so that we can serve more customers electronically, thereby improving quality and timeliness.

## Performance Goal 2B: Minimize Trademark Application Processing Time

*(This goal has been reworded since the publication of the FY 2000 Annual Program Performance Report and FY 2002 Annual Performance Plan. This goal was previously worded as: “Enhance the quality of trademark products and services, transition to e-government, and minimize trademark processing time.”)*

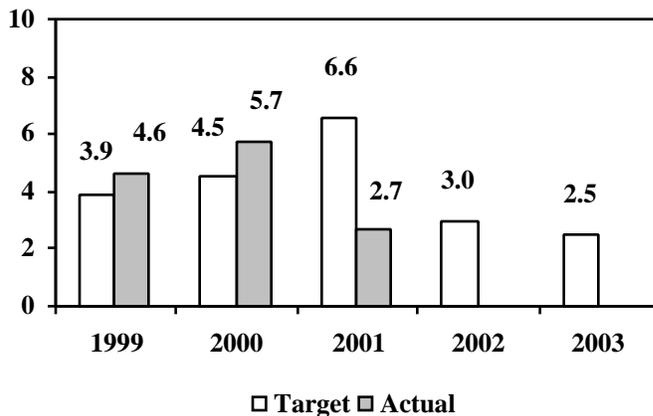
### Corresponding Strategic Goal

Strategic Goal 2: Provide infrastructure for innovation to enhance American competitiveness

### Rationale for Performance Goal

#### Measure 2B(a): Reduce Average First Action Pendency to Two Months by FY 2004

*(This measure has been reworded since the publication of the FY 2000 Annual Program Performance Report and FY 2002 Annual Performance Plan. This measure was previously worded as: “Average time to examiner’s first action (months).”)*



#### Data Validation and Verification

**Data source:** Trademark Reporting and Monitoring (TRAM) system  
**Frequency:** Input: daily; reporting: monthly  
**Data storage:** TRAM, automated systems, reports  
**Verification:** Accuracy of supporting data is controlled through internal program edits in the TRAM system. Final test for reasonableness is performed internally by examining trademark attorneys and supervisory and program management.  
**Data limitations:** None  
**Actions to be taken:** None

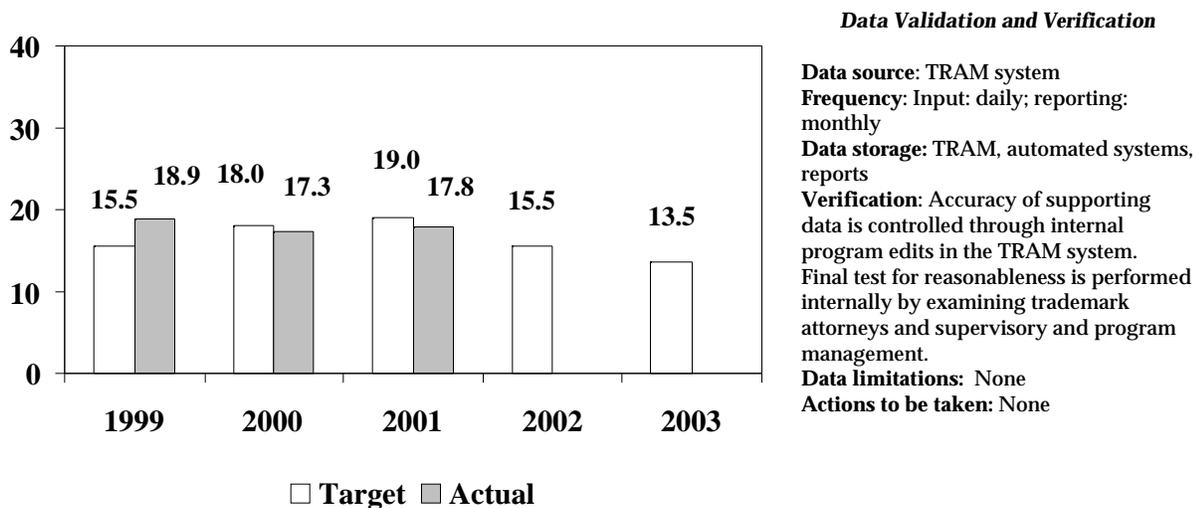
	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Target	3.9	4.5	6.6	3.0	2.5
Actual	4.6	5.7	2.7		
Met/Not Met	Not Met	Not Met	Met		

### Explanation of Measure

Target met in FY 2001. We will utilize the opportunity the current reduced level of filings presents to further reduce our average first action pendency to two months in FY 2004. We will continue to set realistic targets in consideration of the impact economic activities have on our workload.

### Measure 2B(b): Reduce Average Total Pendency to 12 Months by FY 2006

(This measure has been reworded since the publication of the FY 2000 Annual Program Performance Report and FY 2002 Annual Performance Plan. This measure was previously worded as: "Average time to disposal or registration.")



	FY 1999	FY 2000	FY 2001	FY 2002	FY 2003
Target	15.5	18.0	19.0	15.5	13.5
Actual	18.9	17.3	17.8		
Met/Not Met	Not Met	Met	Met		

#### Explanation of Measure

Target met in FY 2001. We will utilize the opportunity the current reduced level of filings presents to further reduce our average total pendency to 12 months by FY 2006. We will continue to optimize our examiners as a resource to ensure pendency to disposal is minimized. The impact of these results should be reflected in the next customer satisfaction survey.

#### FY 2001 Program Evaluations for Performance Goal 2B: Minimize Trademark Application Processing Time

The annual customer satisfaction survey serves as the primary vehicle for measuring timeliness. A section of the survey is devoted to customers' perceptions of how well the U.S. Patent and Trademark Office (USPTO) is meeting the timeliness standards it has established. The annual customer survey has proven to be the most reliable method for gathering this type of information because the USPTO administers it to a wide variety of customers, which allows us to isolate the areas within USPTO where timeliness issues are problematic or successful. Furthermore, it allows us to evaluate the effects of timeliness on overall customer satisfaction levels.

**Cross-cutting Activities**

**Other Government Agencies**

USPTO partners with the following organization in meeting this performance goal:

- The U. S. Bureau of Customs--to deal with counterfeit goods or services.

**External Factors and Mitigation Strategies**

- Business factors that foster dramatic increases or decreases in trademark application filings.
- Electronic filing increases access to the registration system and raises expectations for improved service and shorter time to registration.
- Cooperation of our constituency to change the way they do business so that we can serve more customers electronically, thereby improving quality and timeliness.

**Discontinued Performance Goal**

**Performance Goal: Strengthen Intellectual Property Protection in the United States and Abroad, Making It More Accessible, Affordable, and Enforceable**

**Rationale for Discontinuing Performance Goal**

USPTO continues to take a leadership role in strengthening intellectual property protection, and this activity continues to be a major responsibility of the USPTO and a priority for the Director. However, to further establish the USPTO as the world intellectual property protection leader, the USPTO has focused its attention on achieving the performance goals previously discussed in the plan.

**Increase Technical Assistance to Developing Countries and Countries Moving to a Market Economy (Number of Technical Assistance Activities Completed)**

*Data Validation and Verification*

**Data source:** Internal records maintained by the Administrator for External Affairs

**Frequency:** Annual

**Data storage:** Records of the Administrator for External Affairs

**Verification:** Completeness and existence of supporting data is verified during the annual financial statement audit.

Final test for reasonableness is performed internally

**Data limitations:** N/A

**Actions to be taken:** None

	<b>FY 1999</b>	<b>FY 2000</b>	<b>FY 2001</b>	<b>FY 2002</b>	<b>FY 2003</b>
Target	90	102	105	Discontinued	Discontinued
Actual	99	106	84		
Met/Not Met	Met	Met	Not met		

**Explanation of Measure**

Target not met. The USPTO was not able to recruit staff to conduct technical assistance as a result of hiring freeze in place for part of the fiscal year. The USPTO will recruit new staff in fiscal year 2002 to increase technical assistance.

