



## UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS

{DATE}

{NAME}  
{FIRM}  
{ADDRESS1}  
{ADDRESS2}  
{CITY, STATE ZIP}

Dear {NAME}:

In an effort to improve the way we measure the quality of the patent examination process, the United States Patent and Trademark Office (USPTO) is conducting a Quality Survey. In about a week, you will receive this survey in the mail. Your feedback is very important to us and will be used in our planning efforts. The purpose of this survey is to obtain feedback on the quality of USPTO patent examination procedures from the customers' point of view, and to use that feedback to target areas for examiner training and other activities to improve the patent examination process.

You were randomly selected to complete this survey from our database of customers. Because this is a panel survey, you may be selected one additional time to complete the survey again within the next year. The reason we ask some of our customers to complete the survey more than once is so we can measure whether the quality of patent examinations is changing.

Although this is a paper survey, you also have the option of responding to the survey over the Internet. To take the Internet survey, enter the URL [www.uspto-qs.org](http://www.uspto-qs.org). Once you are at the website, enter the following information to begin the survey:

Username: {UID}

Password: {PWD}

Then follow the instructions on the screen. If you complete the Internet survey, please discard your copy of the paper survey when it arrives.

Be assured that all of your responses, either collected over the Internet or by mail, will be used for internal analysis only and no identifying information about you will be linked to the results. Because you are a valued customer to the USPTO, your feedback is very important to us and will be used to guide our future action planning.

If you have any questions about this study, please call Sushama Rajapaksa at Westat at **1-888-516-1169** or send an email to [USPTO-QS@westat.com](mailto:USPTO-QS@westat.com). If you would like to speak to someone at USPTO, please call Martin Rater at 571-272-5966.

Thank you in advance for your help.

Sincerely,  
Margaret A. (Peggy) Focarino,  
Commissioner for Patents