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# *Measurement of User Feedback at the JPO*

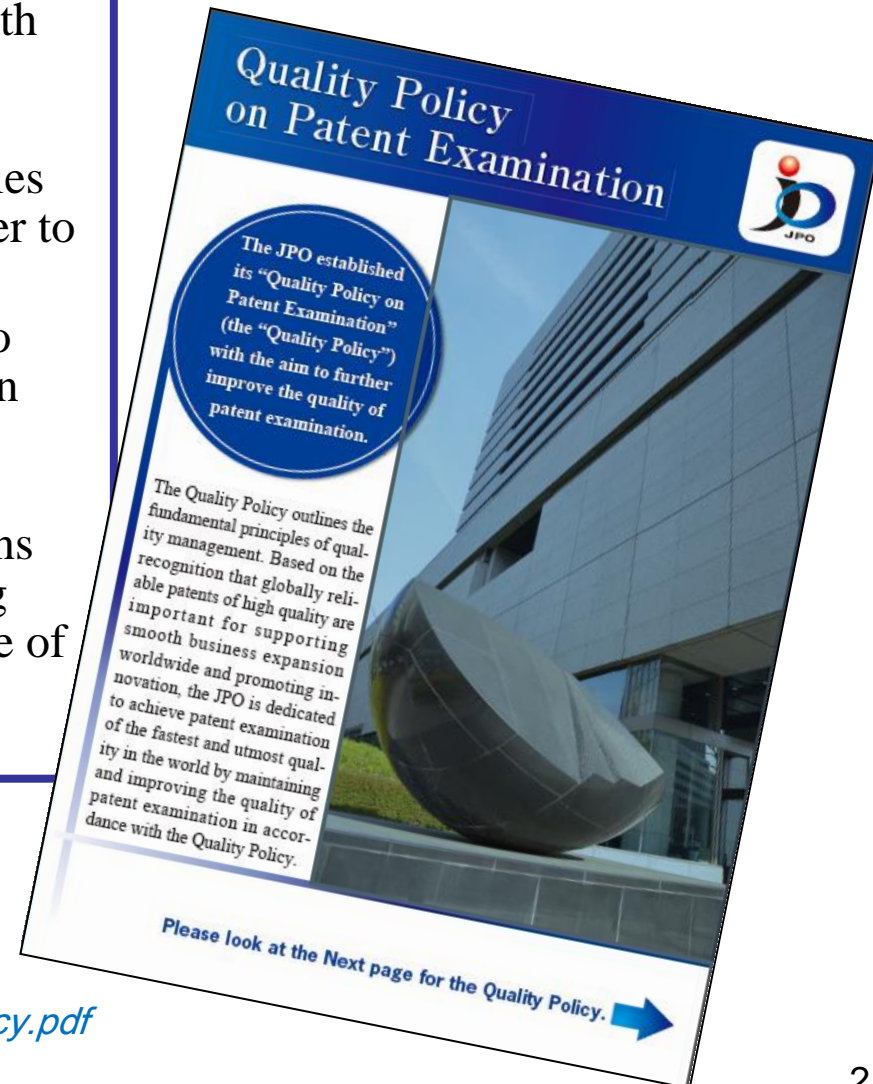
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*April 2016  
Japan Patent Office*

1. Quality Policy on Patent Examination
2. Meetings with Users
3. User Satisfaction Survey
4. Opinions on Examination Quality

# 1. Quality Policy on Patent Examination

- The JPO released its “Quality Policy on Patent Examination,” or its Quality Policy in April 2014 with the aim of further improving the quality of patent examination.
- This quality policy outlines the fundamental principles of quality management in patent examination in order to grant high-quality patents.
- Based on this quality policy, the JPO is committed to achieving patent examination of the utmost quality in the world.
- Under the leadership and participation of the top management, all staff involved in patent examinations perform their work in compliance with the following fundamental principles, demonstrating a strong sense of responsibility and motivation.



Quality Policy on Patent Examination is available at  
[http://www.jpo.go.jp/seido\\_e/s\\_gaiyou\\_e/pdf/patent\\_policy/policy.pdf](http://www.jpo.go.jp/seido_e/s_gaiyou_e/pdf/patent_policy/policy.pdf)

# 1. Quality Policy on Patent Examination

- The JPO released its “Quality Policy on Patent Examination,” or its Quality Policy in April 2014 with the aim of further improving the quality of patent examination.

- This policy is the basis of quality management and grant of patents.
- Based on this policy, we aim to achieve the world-class quality of patent examination.
- Under the policy, we will manage and perform patent examination with a fundamental responsibility.

## Fundamental Principles

- “We grant robust, broad and valuable patents.”
- “We meet wide-ranging needs and expectations.”
- “We all dedicate ourselves to improving quality, cooperating with concerned persons and parties.”
- “We contribute to improving the quality of patent examination globally.”
- “We continually improve operations.”
- “We raise the knowledge and capabilities of our staff.”

Quality Policy on Patent Examination is available at  
[http://www.jpo.go.jp/seido\\_e/s\\_gaiyou\\_e/pdf/patent\\_policy/policy.pdf](http://www.jpo.go.jp/seido_e/s_gaiyou_e/pdf/patent_policy/policy.pdf)

Please look at the Next page for the Quality Policy. ➡

## 2. Meetings with Users on Examination Quality



*“We meet wide-ranging needs and expectations”*  
(Quality Policy)

### Top management

- Commissioner
- Deputy Commissioner

### Examination Division

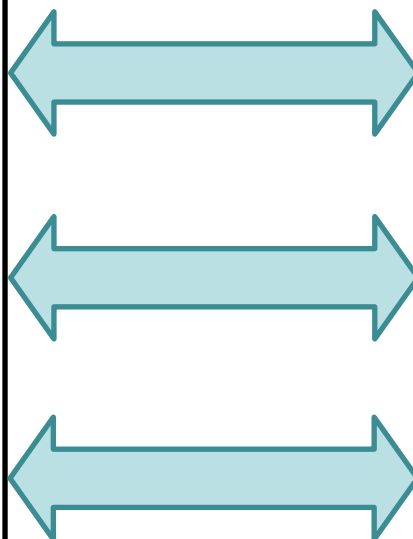
- Directors
- Examiners

### Administrative Affairs Division

- QMO  
(Quality Management Office)

### Users

- Industry Group
- JIPA and JPAA
- IPO and AIPLA
- Applicants (Companies)
- Attorneys
- Inventors



**Quality !!**



JIPA: Japan Intellectual Property Association

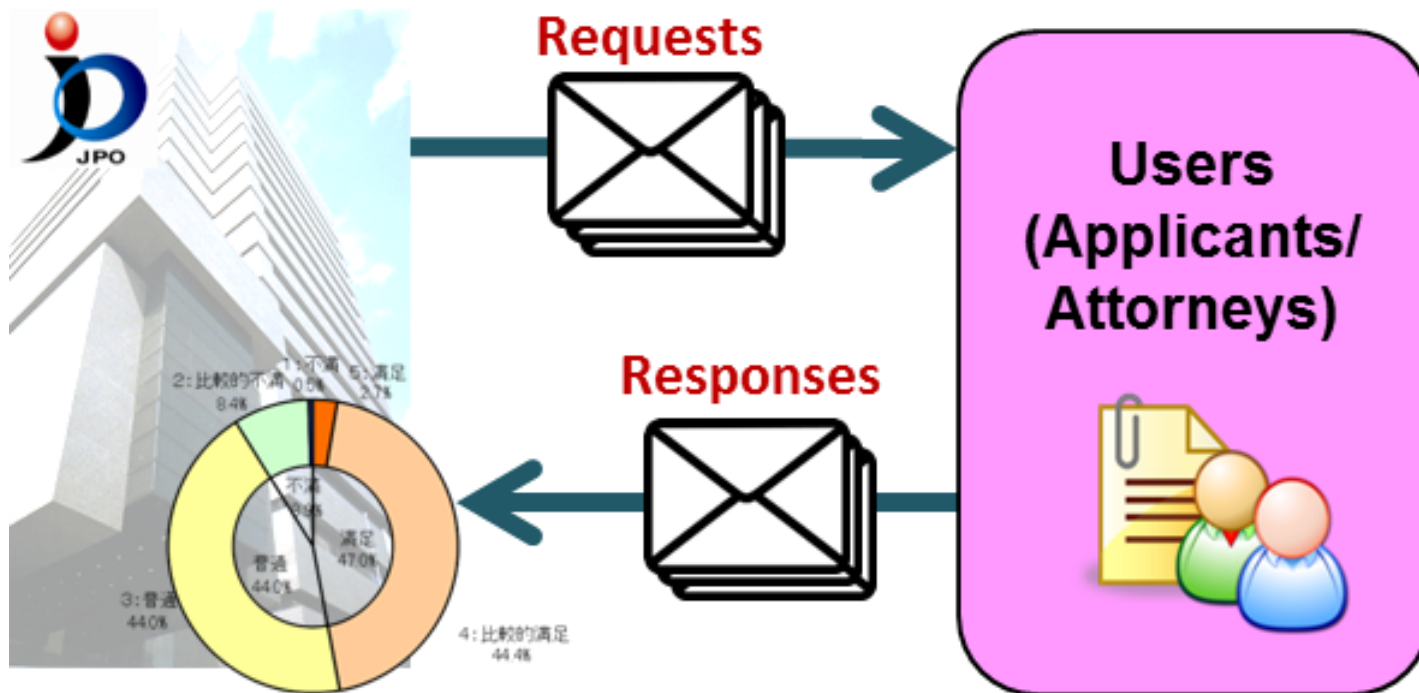
JPAA: Japan Patent Attorneys Association

IPO: Intellectual Property Owners Association

AIPLA: American Intellectual Property Law Association

### 3. User Satisfaction Survey

- Since fiscal year 2012, the JPO has been conducting user satisfaction surveys every year, in order to understand the needs and expectations of users



**High response rates of  
around 90%!!**

### 3. User Satisfaction Survey: Type of Questionnaires, Respondents and Number

#### National Application Examinations

	Type of questionnaires	Respondents	Number	
(A)	Overall Quality in General	National Applicants (more than 50 national applications in 2013)	571 users	<b>684 users</b>
		Foreign Applicants (more than 120 national applications in 2013)	50 users	
		Applicants with a small number of filed applications	13 users (※)	
		Attorneys (Top 50 on the number of representative applications)	50 users	
(B)	Quality on Specified Applications	Applications (patent grant or final rejection in 2014)	<b>2,070 applications (※)</b>	

※random sampling

#### International Searches and International Preliminary Examinations

	Type of questionnaires	Respondents	Number	
(C)	Overall Quality in General	National applicants (more than 18 PCT applications in 2013)	262 users	<b>309 users</b>
		Applicants with a small number of filed applications	17 users (※)	
		Attorneys (Top 30 on the number of representative applications)	30 users	
(D)	Quality on Specified Applications	Applications (International search report or international preliminary examination report in 2014)	<b>689 applications (※)</b>	

※random sampling

# 3. User Satisfaction Survey: Questionnaire (A) and (C) for Overall Quality in General

## Five-point Evaluation System

5:Satisfied, 4:Somewhat Satisfied, 3:Neutral, 2:Somewhat Dissatisfied, 1:Dissatisfied

### Examples of Questions

- How satisfied are you with the overall quality of patent examinations that were conducted within the past one year?
- Please evaluate the quality of patent examinations in terms of the following items.
  - Description of notices of reasons for refusal
  - Judgments without discrepancy
  - National patent literature searches
  - Level of expertise of examiners on art
  - Communication with examiners such as face-to-face interviews, telephone conversations, etc.
  - Scope of patent rights granted as a result of examination

Applications

Wish to answer anonymous  
 Wish to answer anonymous

Name  E-mail address

In the spaces above, please provide your name and e-mail address, if you chose anonymous. We kindly request you to answer all questions in sections [1] - [3]. Please note that we may contact you in case we have any questions about the responses. If you do not provide your name and the e-mail address.

[1] Overall quality in general of patent examinations

1) How satisfied are you with the overall quality of patent examinations that were conducted within the past one year?

2) Please describe how your perceptions about the quality of patent examinations have changed within the past one year?

3) Please evaluate the quality of patent examinations in terms of the following items in 1-12 below.

	Satisfied 5	Somewhat Satisfied 4	Neutral 3	Somewhat Unsatisfied 2	Unsatisfied 1	Not sure
1. Description of notifications of reasons for refusal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Description of decisions of refusal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Judgment without discrepancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Application of legal wordings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-1. The main paragraph of Article 29, Paragraph (1) (judgment on industrial applicability)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-2. Article 29, Paragraph (1) (novelty)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-3. Article 29, Paragraph (2) (inventive step)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-4. Article 36, Paragraph 4, Item (i) and Article 36, Paragraph 6 (requirements for description and claims)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-5. Article 37 (unity of invention)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4-6. Article 17-2, Paragraphs (3) to (6) (amendments of description, claims, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Searches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5-1. National patent literature searches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5-2. Foreign patent literature searches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5-3. Non-patent literature searches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Level of expertise of examiners on art	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Communication with examiners such as face-to-face interviews, telephone conversations, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Scope of patent right granted as an examination result (Whether the scope is commensurate with level of disclosure of the application, and appropriate from the standpoint of prior art.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



### 3. User Satisfaction Survey: Results of the Surveys

In FY2014:

- Around 91.1% of users rated the quality of national application examinations as neutral or higher (Figure1).
- Around 96.6% of users rated the quality of PCT applications as neutral or higher (Figure 2).

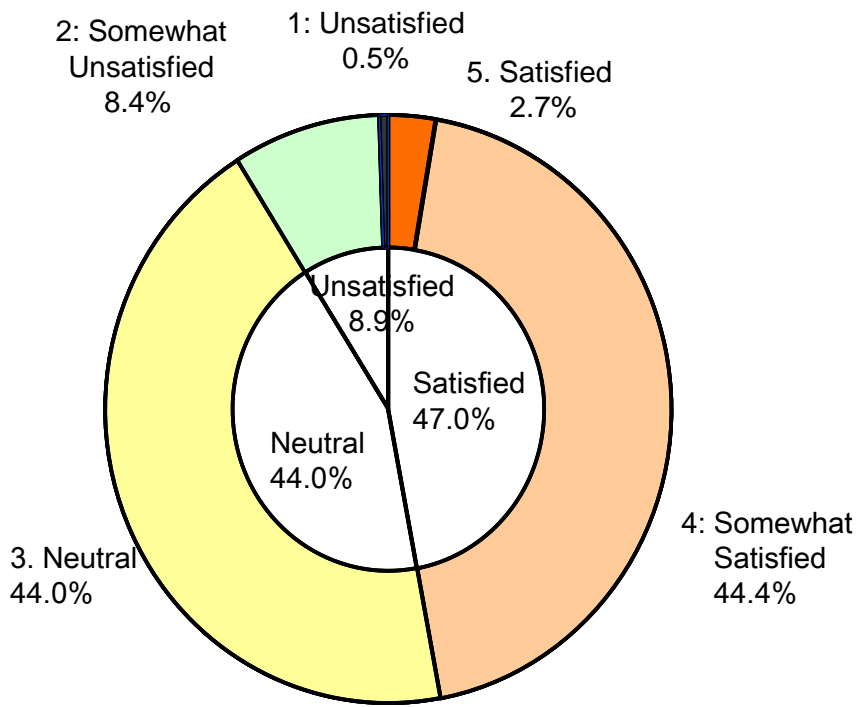


Figure1

Examinations on National Applications

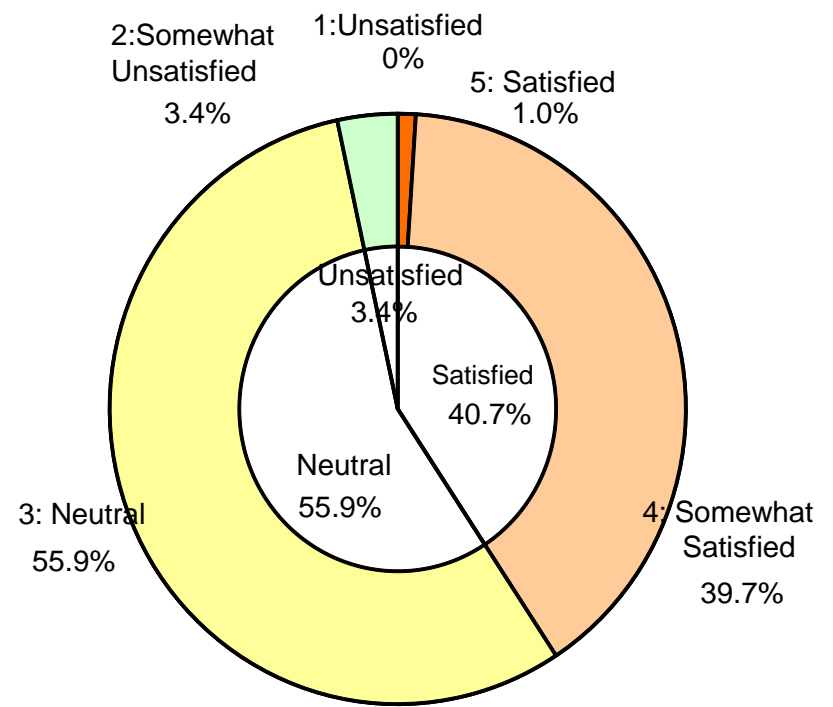
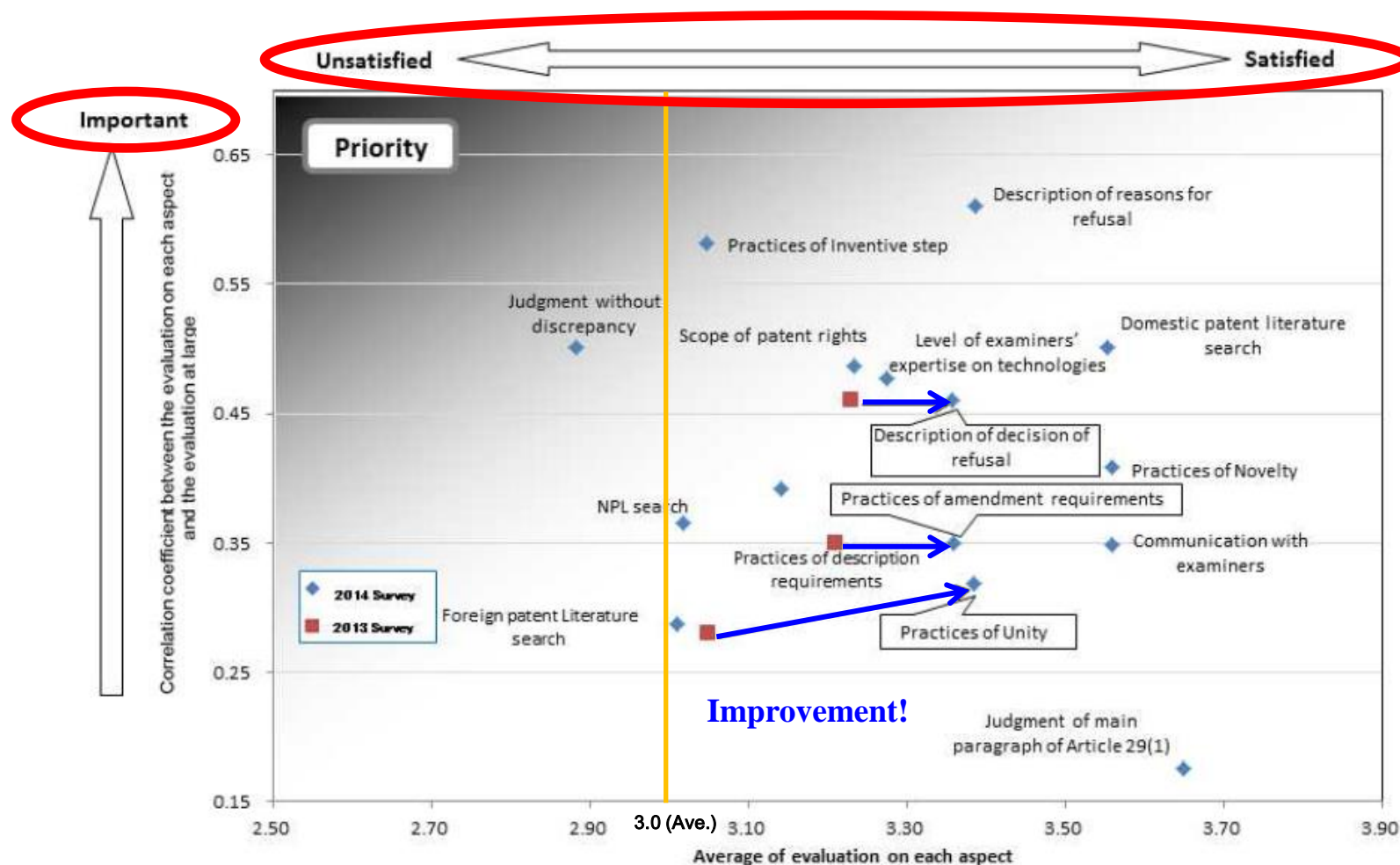


Figure 2

Examinations on PCT Applications

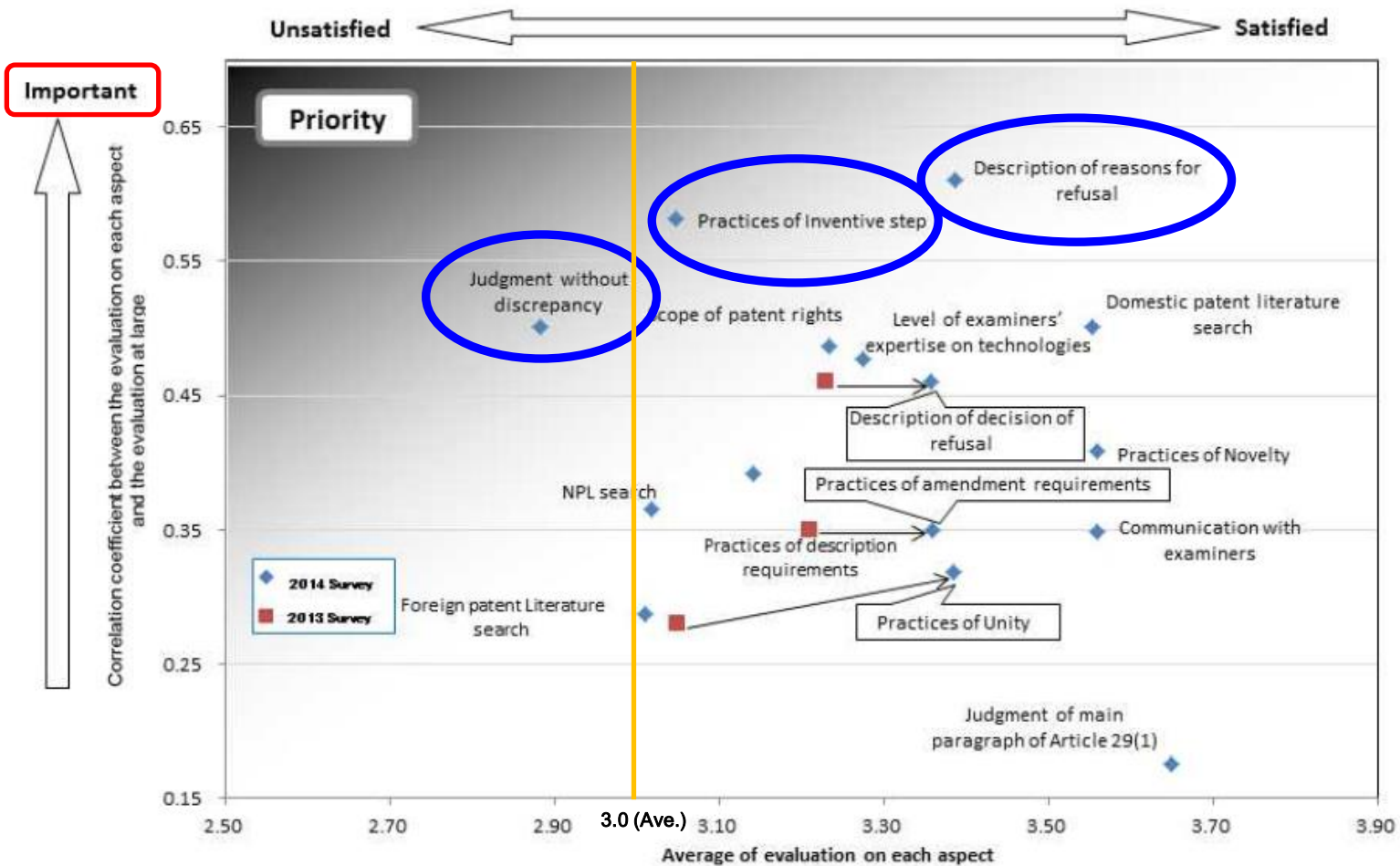
### 3. User Satisfaction Survey: Visualization Analysis on National Applications (1)

- We analyzed how the level of user satisfaction affected the overall level of satisfaction on patent examination quality, in order to visualize the priorities.
- Low average points of the items and the high correlation coefficient of the overall level of satisfaction (Upper left side in darker background) are useful indications to recognize areas of priority.



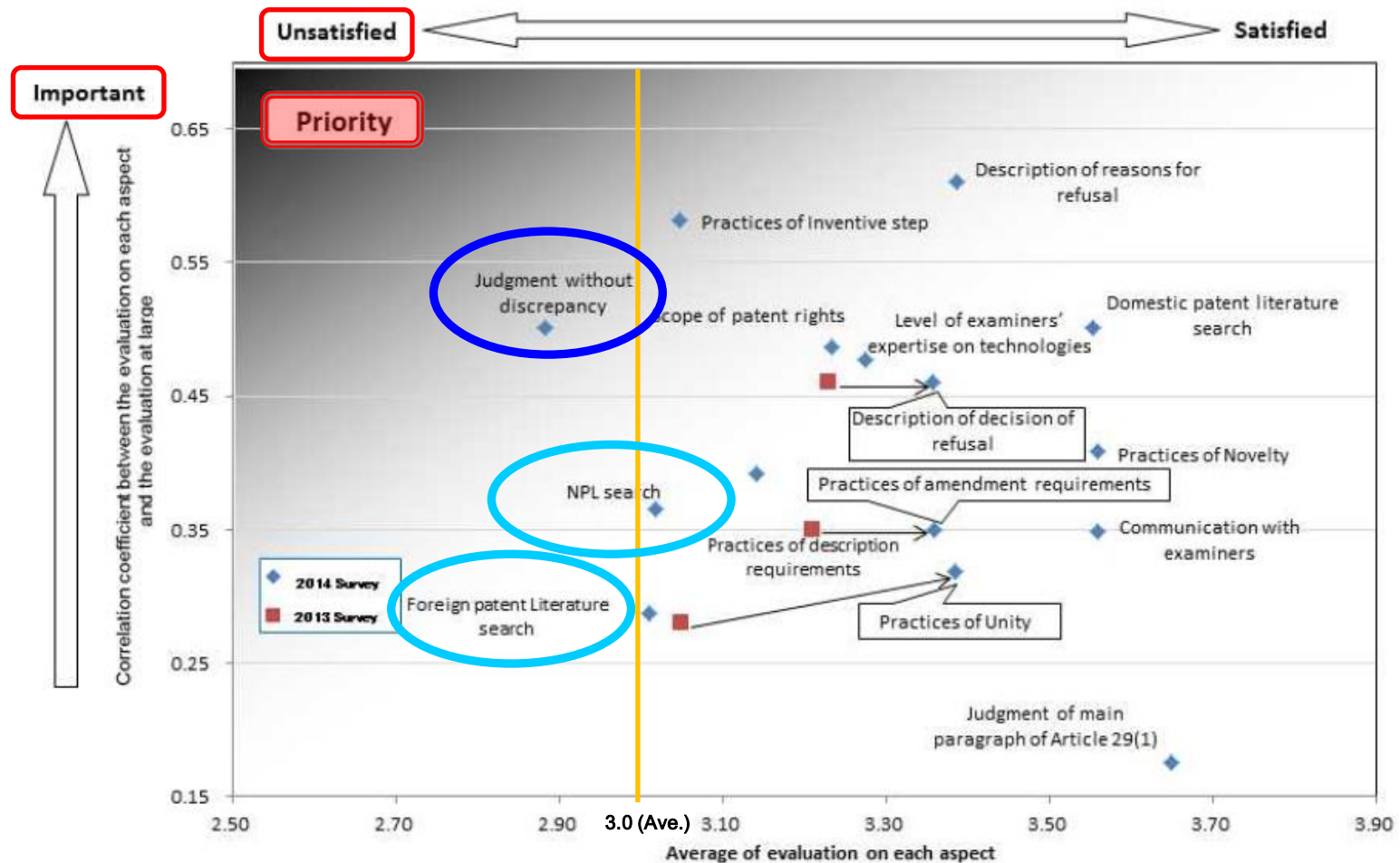
### 3. User Satisfaction Survey: Visualization Analysis on National Applications (2)

➤ “Descriptions in notices of reasons for refusal,” “practices of inventive step,” and “judgment without discrepancy” are important topics for users.



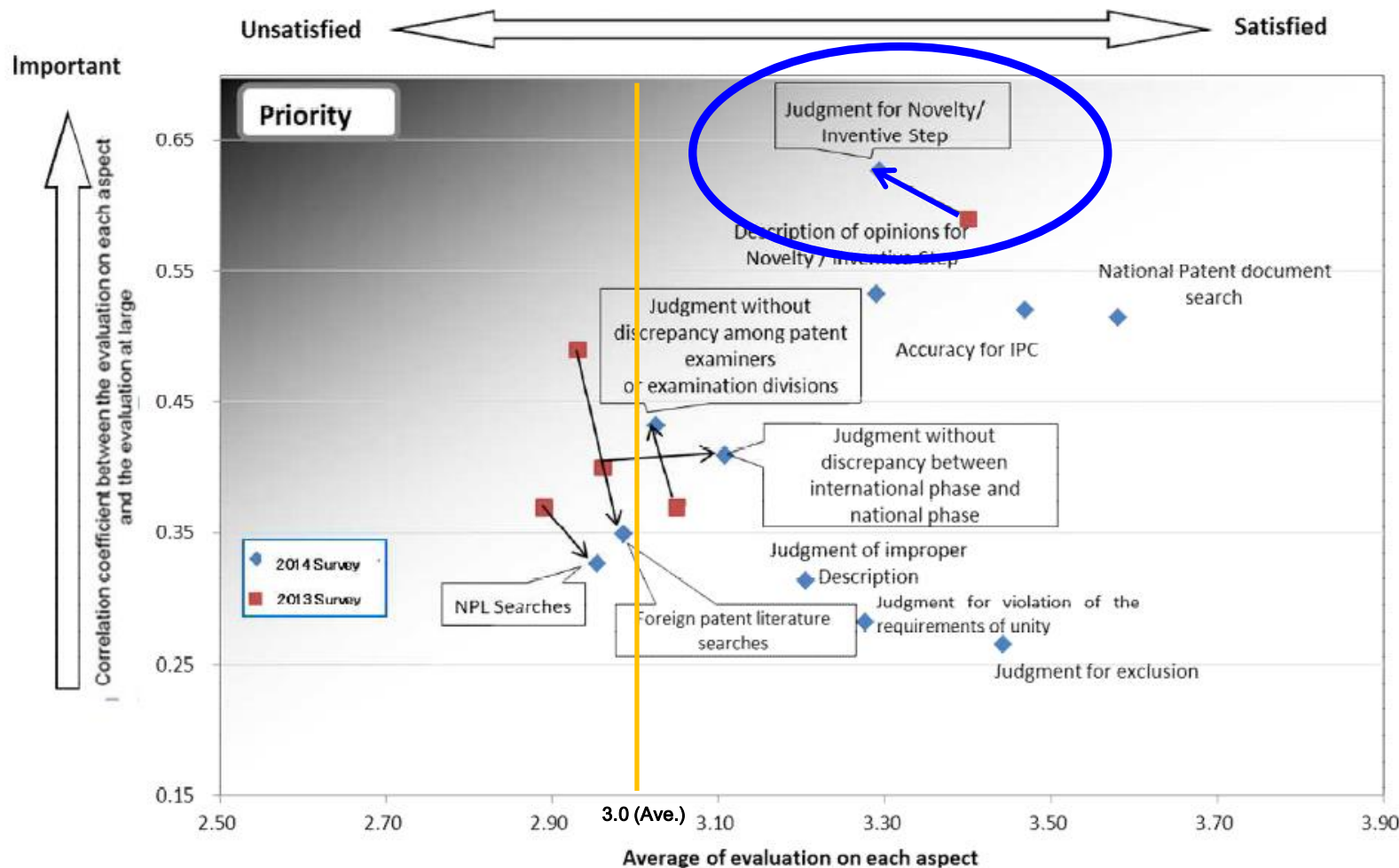
### 3. User Satisfaction Survey: Visualization Analysis on National Applications (3)

- The Survey implied the needs for improvement of “judgment without discrepancy.”
- As the result, the JPO recognized that “Judgment without discrepancy” is the most important issue to be addressed.



# 3. User Satisfaction Survey: Visualization Analysis on PCT Applications

➤ “Judgment for Novelty/Inventive Step” is becoming a more important issue due to the decrease of average points and the increase of the correlation coefficient.



# 3. User Satisfaction Survey: Questionnaire (B) and (D) for Specific Applications

[Head question] Five-grade evaluation (only for this question)  
How satisfied are you with the quality of the patent examination on this specific patent application?

[If you responded “Satisfied” or “Somewhat Satisfied”:  
Please choose any of the following points.

- ✓ The details in the notifications of reasons for refusal and decisions of refusal are clearly indicated and easy to understand.
- ✓ The judgment as to novelty and inventive step is appropriate.
- ⋮

[If you responded “Unsatisfied” or “Somewhat Unsatisfied”:

1. Choose the unsatisfactory procedure(s) from the choices such as “First notification of reasons for refusal”, “Decision of refusal” and so on.
2. Choose the unsatisfactory aspect(s) from the choices such as “It is hard to understand the decision or intent of the examiner based on the details written in the notification of reasons for refusal or decisions of refusal.” “The explanation stating the reason(s) why novelty or inventive step was lacking or insufficient” and so on

Sheet B Quality of Patent Examinations on Specified National Applications

\* Application number: \_\_\_\_\_ Title of the invention: \_\_\_\_\_

Please answer questions in [1] and [2] regarding your level of satisfaction with the examination of the above-mentioned application.

[1] How satisfied are you with the quality of the patent examination on this specified patent application?

Satisfied     Somewhat Satisfied     Neutral     Somewhat Unsatisfied     Unsatisfied

**“Satisfied” or “Somewhat Satisfied”**      **“Unsatisfied” or “Somewhat Unsatisfied”**

If you checked “Somewhat Unsatisfied” or “Unsatisfied”:  
1. Choose the unsatisfactory procedure(s) from the choices.  
2. Choose the unsatisfactory aspect(s) from the choices.  
3. Describe your specific reason(s) in the space provided below.

	Column I					Column II				
	A	B	C	D	E	F	G	H	I	J
<input type="checkbox"/> First notification of reasons for refusal										
<input type="checkbox"/> Second notification of reasons for refusal										
<input type="checkbox"/> Third or later notification of reasons for refusal										
<input type="checkbox"/> Decision to grant a patent										
<input type="checkbox"/> Decision of refusal										

A: It is hard to understand the decision or intent of the examiner based on the details written in the notification of reasons for refusal or decisions of refusal.  
 B: The explanation, which stated the reason(s) why novelty or inventive step was lacking, was insufficient.  
 C: The judgement on novelty or inventive step was unsatisfactory.  
 D: Too many cited documents were presented.  
 E: The judgement on industrial applicability (main paragraph of Article 29, Paragraph (1)) was unsatisfactory.  
 F: The explanation, which stated the reason(s) why the description requirements were not met, was unsatisfactory (Article 36, Paragraph 4, Item (i); and Article 36, Paragraph 6).  
 G: The judgement on the requirements for descriptions were unsatisfactory (Article 36, Paragraph 4, Item (i); and Article 36, Paragraph 6).  
 H: The judgement on violations of requirements of unity were unsatisfactory (Article 37).  
 I: The scopes and/or results of searches were unsatisfactory.  
 J: Communication with the examiner(s), such as face-to-face interviews, telephone conversations, etc. were unsatisfactory.  
 K: Others

Answer: \_\_\_\_\_

If you consent to having your responses provided to the examiner(s) in charge, please check the box below.  I give consent for my response to be provided to the examiner(s) in charge.

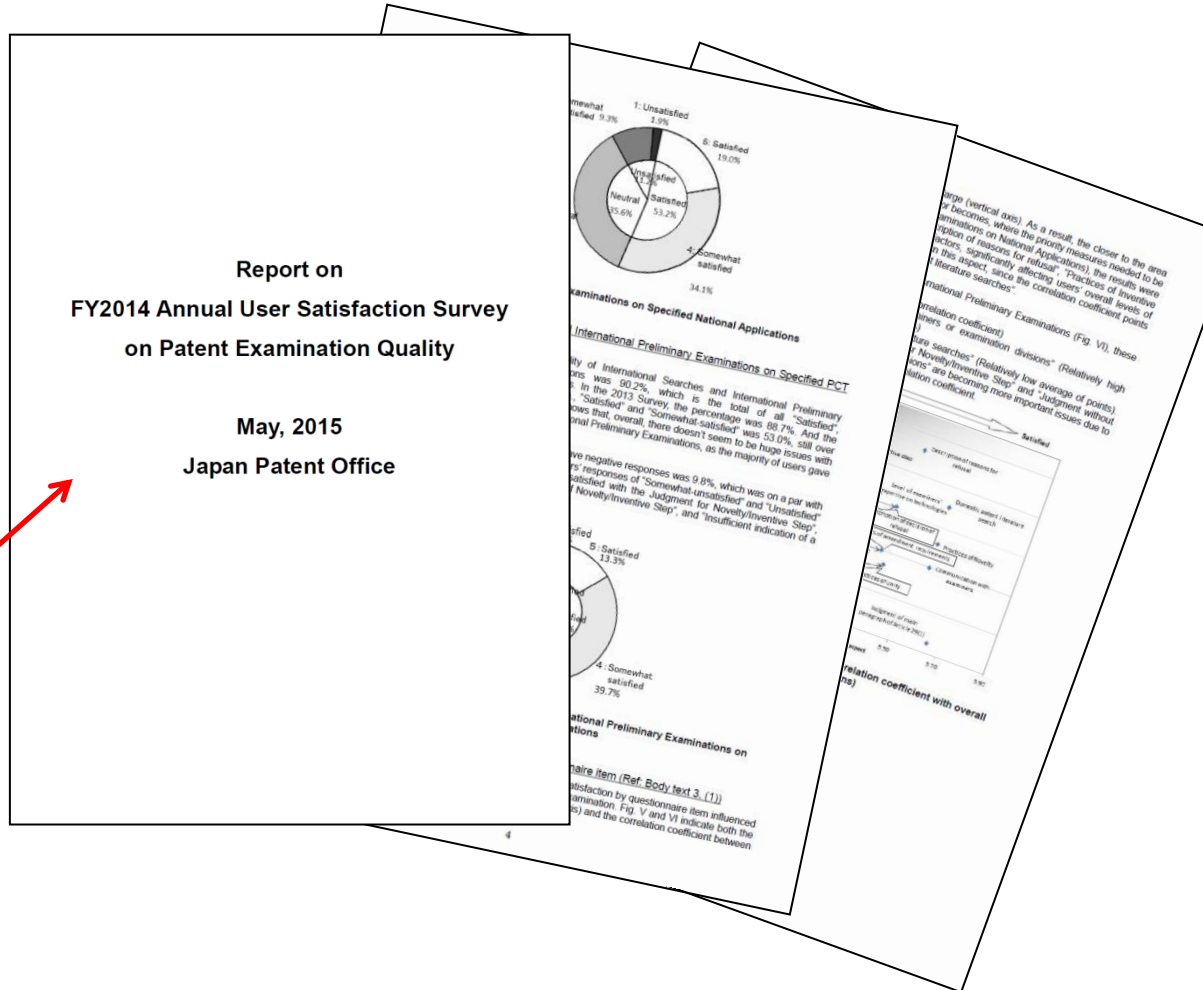
Whether or not you allow feedback to be given to the examiner in charge

# 3. User Satisfaction Survey: Report to Users



The screenshot shows the JPO website interface. At the top, there is a search bar and navigation links. The main content area displays the title "Report on FY2014 Annual User Satisfaction Survey on Patent Examination Quality" and the date "27 May 2015". Below the title, there is a paragraph of text and a red box highlighting a link: "\* Report on FY2014 Annual User Satisfaction Survey on Patent Examination Quality (PDF: 679KB)". A red arrow points from this link to the report title in the adjacent image. At the bottom, there is a "Contact" section with the address and phone number of the Quality Management Office.

JPO website




The image shows the cover page of the report. The title is "Report on FY2014 Annual User Satisfaction Survey on Patent Examination Quality" and the date is "May, 2015". The publisher is "Japan Patent Office". The page is overlaid with several circular charts and text snippets from the report. One chart shows a 5-point scale: 1. Unsatisfied (3.9%), 2. Somewhat unsatisfied (19.0%), 3. Neutral (55.6%), 4. Somewhat satisfied (34.1%), and 5. Satisfied (7.4%). Another chart shows a 5-point scale: 1. Unsatisfied (9.3%), 2. Somewhat unsatisfied (34.1%), 3. Neutral (53.2%), 4. Somewhat satisfied (3.4%), and 5. Satisfied (19.0%). The text snippets discuss the survey results and the correlation coefficient between the survey results and the overall satisfaction level.

Report on FY2014 Annual User Satisfaction Survey on Patent Examination Quality is available at

[http://www.jpo.go.jp/seido\\_e/quality\\_mgt/user\\_survey\\_fy2014.htm](http://www.jpo.go.jp/seido_e/quality_mgt/user_survey_fy2014.htm)

# 4. Acceptance of Opinions on Examination Quality

The Quality Management Office accepts feedback from users on examination quality through the JPO website anytime, in addition to by telephone and facsimile, so as to enhance patent examination quality.



特許庁  
JAPAN PATENT OFFICE

文字の大きさ **Click!** 投書箱(ご意見・ご要望) ホームページの使い方 アクセスマップ

サイト内検索 Google カスタム検索 検索 用語解説 マイページ

ホーム お知らせ 制度・手続 施策・支援情報 資料・統計 特許庁について お問い合わせ Q&A

模倣品・海賊版 撲滅キャンペーン  
だから、私は買わない  
ニセモノは、かわいくない!  
— 動画や事例でリスクを解説 —

目的別メニュー  
特許検索  
▶ 特許電子図書館 (IPDL)  
▶ 特許文獻翻訳・複製システム (特許翻訳)

出願  
▶ 料金  
▶ 出願窓口 (手続関連)  
▶ 特許庁への電子出願

ホーム > 投書箱(ご意見・ご要望)

## 投書箱(ご意見・ご要望)

特許庁及びこのホームページに対するご意見・ご要望がありましたら、[こちらのお問い合わせページ](#)までお寄せください。皆様からお寄せいただいたご意見・ご要望につきましては原則として、今後の参考とさせていただきます。

また、審査の質に関する御意見につきましては、「[特許庁の審査品質管理](#)」にて受け付けております。

なお、お問い合わせ・ご質問については、「[お問い合わせ先一覧](#)」を御参照いただき、各担当部署へお寄せください。

**Click!**

### 審査の質の向上のための御意見受付

特許庁では、審査の質に関する御意見を受けつけ、質の向上のために活用しています。御意見がございましたら、以下の留意事項を御確認のうえ「[審査の質の向上のための意見提出フォーム\(外部サイトへリンク\)](#)」に御入力ください。なお、より正確に御意見の趣旨を把握できるように、出願番号を特定できるのであればフォームの出願番号欄に記入してください。

#### 留意事項

(1)提供いただいた御意見の取扱い  
皆様からいただいた御意見につきましては、特許庁における今後の審査の質の向上の目的以外の目的には使用いたしません。また、審査官に直接的に通知する等によって、本フォームへの御意見の提出が御意見提出者の不利益となることのないよう配慮します。御意見をいただいた内容について、個別に回答はいたしません。御確認の連絡をさせていただくことがあります。

(注)

- 御自身の係属中の案件の権利取得に向けた御意見の提出又は審査結果の不服の申立てについては、法令に規定された意見書の提出又は拒絶査定不服審判の請求により行って下さい。
- 他者の係属中の案件に係る情報の提出については、法令に規定された情報提供制度([特許](#)、[商標](#))を御利用ください。

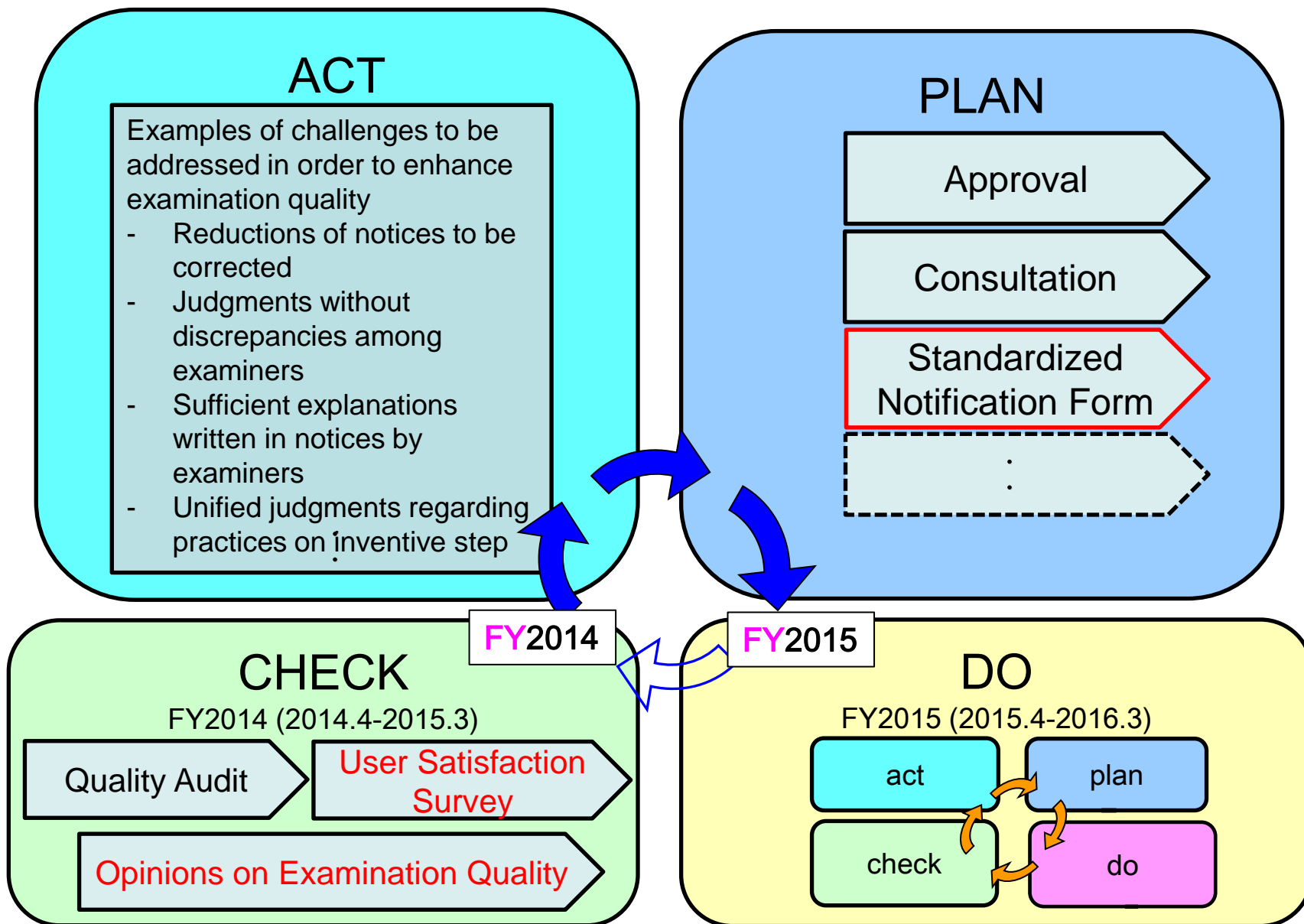
(2)個人情報の取扱い  
御入力いただいた個人情報は、御提供いただいた事例に係る問い合わせに関して使用するものであり、それ以外の目的で使用することはありません。

[審査の質の向上のための意見提出フォーム\(外部サイトへリンク\)](#)

[このページの先頭へ](#)

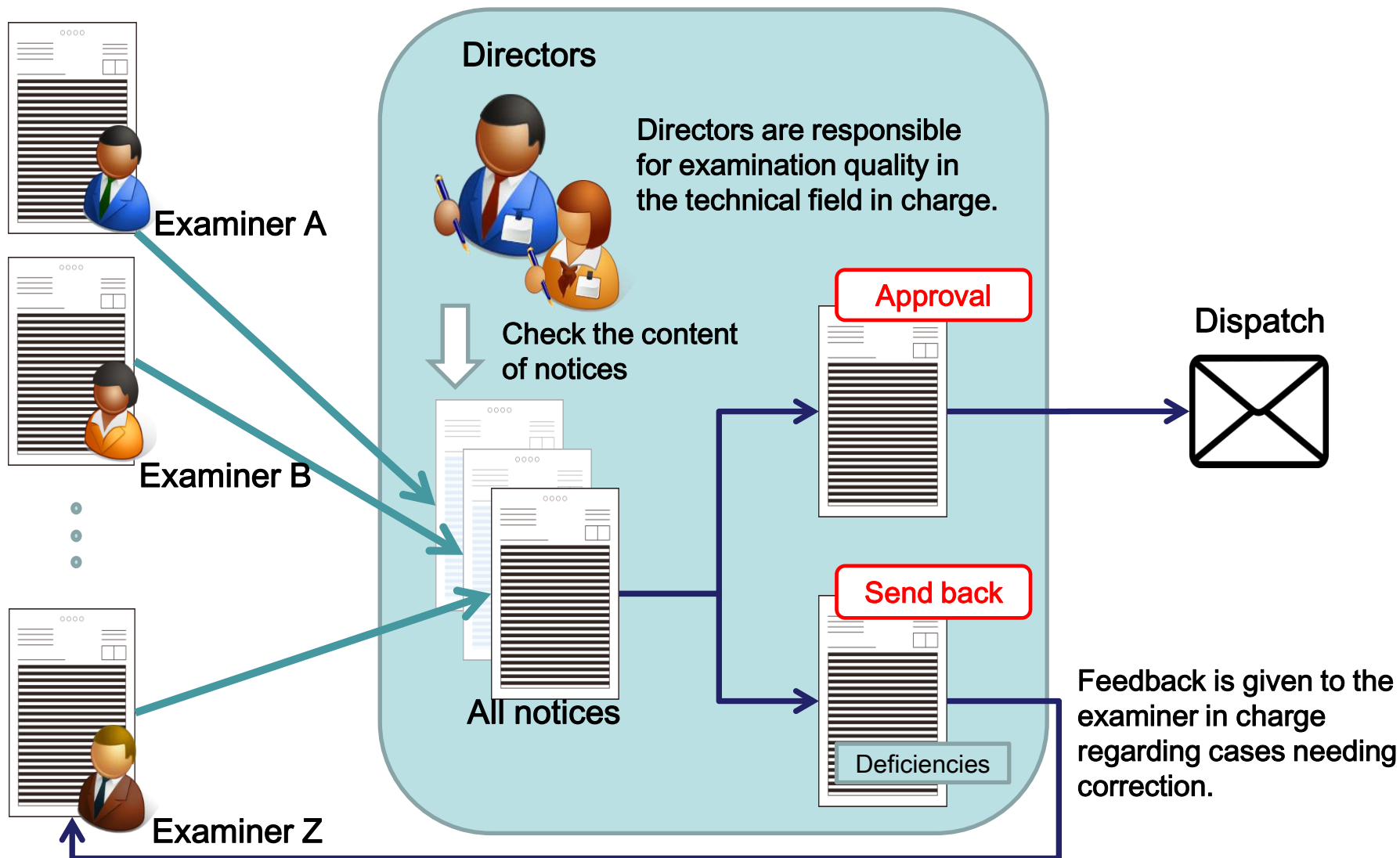


# 4. Continuous Improvement Based on PDCA Cycle



# 4. Approval

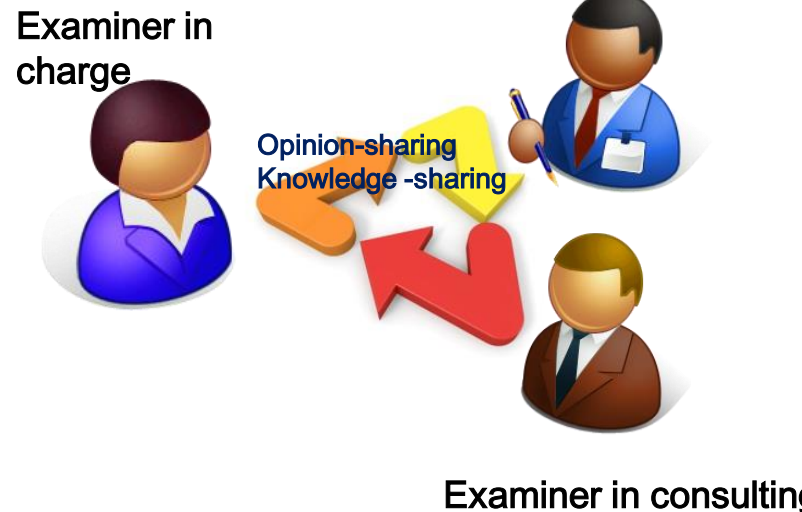
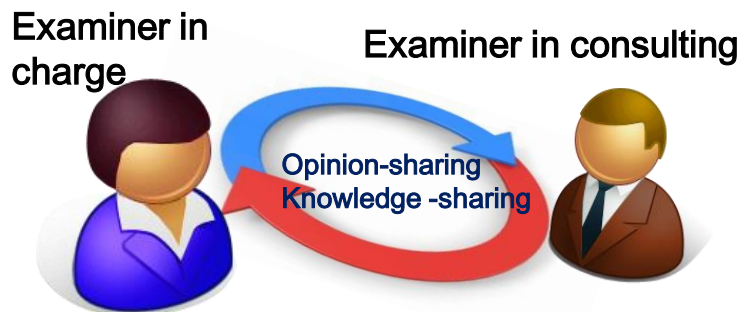
Directors conduct substantive and formal checks by reviewing notices that have been issued by examination.



# 4. Consultation

Examiners share their opinions with each other in order to conduct prompt and appropriate examinations. Consultation enables to share their expertise on how to best conduct searches and to reduce discrepancies in searches and decisions.

Around 83,000 cases per year ( in FY 2014 )



## ➤ Types of consultations

- (1) Voluntary consultations
- (2) Obligatory consultations

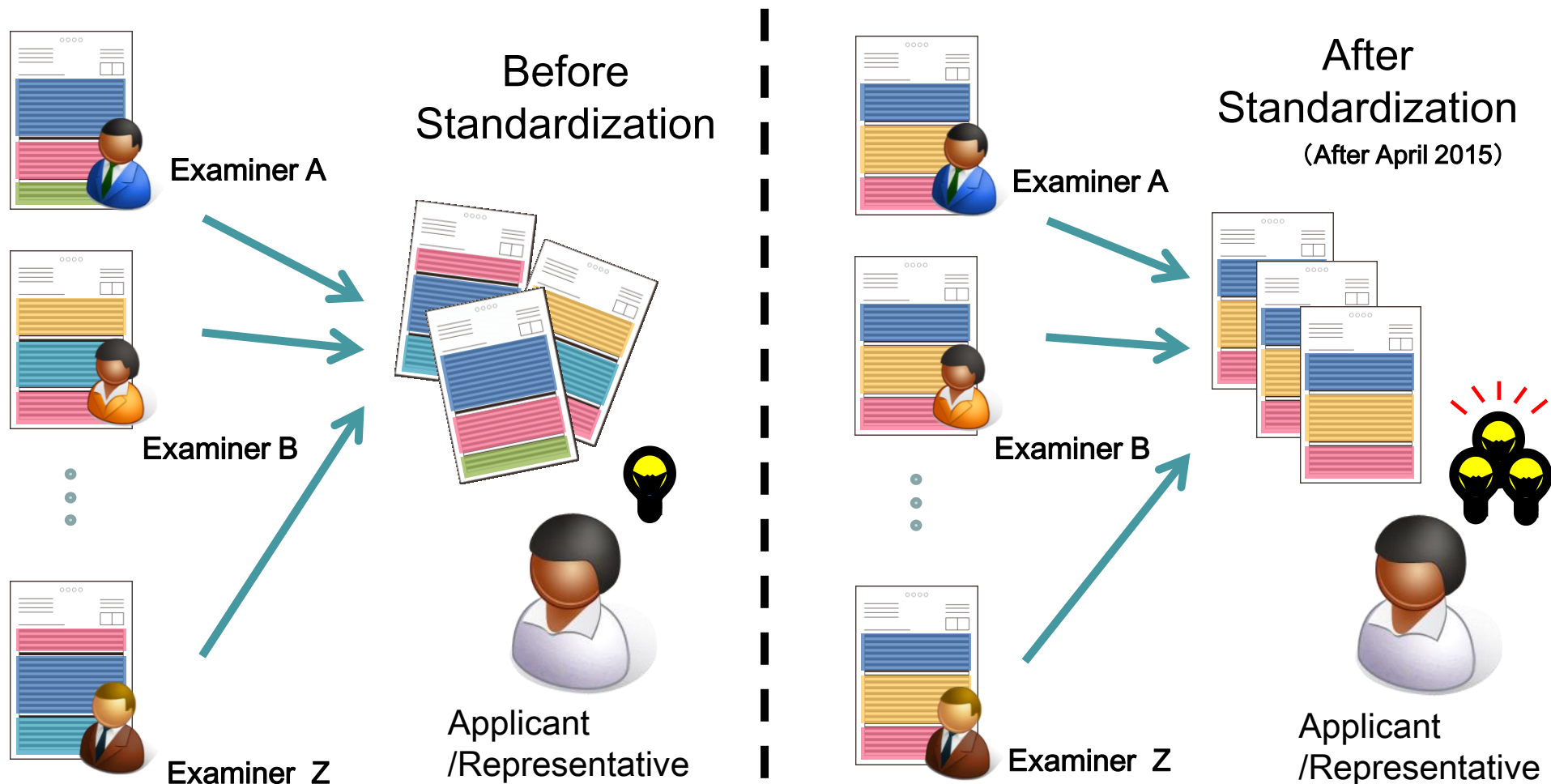
Consultations are required, for example, when patents are granted at the FA, i.e., when examiners decided to grant without first sending any notices of reasons for refusal.

- (3) Consultations on PCT applications (Based on the standardized criteria using check sheets)

※ Consultations are conducted not only with an examiner / examiners from the same Examination Division, but also with a Director or an examiner / examiners from a different Examination Division.

## 4. Standardized Notification Form

Using a standardized notification form when issuing various notifications such as notifications of reasons for refusal, makes it easier for users to understand.



Thank you  
for your attention!

JP 2900001 B2 2009.12.1

(19) 日本国特許庁 (JP)      (12) 特許公報 (B2)      (11) 特許番号  
特許第2900001号  
(P2900001)

(45) 発行日 平成21年12月1日 (2009.12.1)      (24) 登録日 平成21年10月1日 (2009.10.1)

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(51) Int. Cl.      F I

<i>G 0 1 B 12/345 (2006.01)</i>	G 0 1 B 12/34	1 0 1 B
<i>G 0 2 C 9/87 (2006.01)</i>	G 0 2 C 9/87	Z N A
<i>G 0 1 B 67/89 (2006.03)</i>	G 0 1 B 67/89	Z
<i>G 0 1 B 12/345 (2006.03)</i>	G 0 1 B 12/345	U
<i>G 0 1 B 34/56 (2007.01)</i>	G 0 1 B 34:56	

請求項の数 2 (全 6 頁) 最終頁に続く

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<p>(21) 出願番号 特願平11-123456  (22) 出願日 平成11年12月20日 (1999.12.20)  (65) 公開番号 特開2000-123456 (P2000-123456A)  (43) 公開日 平成12年6月20日 (2000.6.20)  審査請求日 平成12年8月18日 (2000.8.18)  (31) 優先権主張番号 83304359.9  (32) 優先日 平成10年11月12日 (1998.11.12)  (33) 優先権主張国 フランス (FR)  (31) 優先権主張番号 96/12583  (32) 優先日 平成8年12月4日 (1996.12.4)  (33) 優先権主張国 米国 (US)</p> <p>微生物の受託番号 FERM BP-3235  微生物の受託番号 NRRL B-18292  微生物の受託番号 NRRL B-18222</p>	<p>(73) 特許権者 390000011  特実 花子  東京都千代田区霞が関4-2-1</p> <p>(74) 代理人 123456789  弁理士 代理 太郎</p> <p>(72) 発明者 発明 太郎  神奈川県横浜須賀町1丁目2200番地</p> <p style="text-align: center;">審査官 審査 太郎</p>
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(54) 【発明の名称】 ファクシミリ走査装置

(57) 【特許請求の範囲】

【請求項1】  
電話回線を用いて相互通信を行うファクシミリ端末等によ  
ラメータを通知し、通信時の端末パラメータを識別する  
含む制御信号の送信側端末は該制御信号のファクシミリ  
ィールドに分離し、各サブフィールドの情報を分離する  
ータ中には現れない特定の識別コードを挿入してファク  
定の識別コードを検出し、該ファクシミリ情報フィール  
の端末パラメータの内容を検出することを特徴とするフ  
式。

【請求項2】  
請求項1の装置を用いる方法・・・・。

【発明の詳細な説明】  
【技術分野】  
【0001】  
本発明は簡単にして、装置機能のパラメータの拡張が容易なファク  
識別方式に関するものである。

