

Patent Cooperation Treaty (PCT) Working Group

Ninth Session
Geneva, May 17 to 20, 2016

PCT USER SURVEY

Document prepared by the International Bureau

SUMMARY

1. The second PCT User Survey was conducted in 2015. Survey respondents expressed high levels of satisfaction with the PCT System as a whole, with the International Bureau and other Offices/Authorities, with demonstrated improvements over the baselines established in the first such survey conducted in 2009. The findings of the survey are contained in the executive summary, which is reproduced in Annex I of the present document.

BACKGROUND

2. The International Bureau undertook a survey of PCT users in 2015 ("PCT Survey 2015"). The objectives of the survey were:

(a) to measure satisfaction levels with the PCT services directly provided by the International Bureau;

(b) to compare satisfaction levels against the results of the PCT Survey conducted in 2008/09 ("PCT Survey 2009"); and

(c) to measure satisfaction levels with PCT-related services provided by Offices and Authorities other than WIPO.

3. The PCT Survey 2015 was developed in cooperation with Mbee.M, an external service provider which previously has carried out surveys for WIPO on the Madrid and Hague Systems. PCT users were invited to participate in the survey by means of individualized e-mail links and

were encouraged to provide textual feedback in any language. The matrix of the survey questions is reproduced in Annex II of the present document.

4. Over 10,000 PCT users were invited to participate, and more than 1,000 survey respondents completed the survey. Survey respondents expressed high levels of satisfaction with the PCT System as a whole, with the International Bureau and other Offices/Authorities receiving satisfaction ratings of 89 per cent and 83 per cent, respectively.

FOLLOW-UP

5. The International Bureau is already taking steps to address the areas where users have suggested improvements to the services provided by the International Bureau. Specific issues and comments made by survey respondents in respect of the PCT services provided by individual Offices in the various PCT capacities will be communicated to each Office concerned.

6. The Working Group is invited to note the results of the PCT Survey 2015 set out in Annex I to the present document.

[Annexes follow]

PCT SURVEY 2015 EXECUTIVE SUMMARY

1. Introduction

The second user survey¹ of the PCT System was conducted during 2015 (PCT Survey 2015). The survey aimed mainly at measuring user satisfaction with the PCT services provided by WIPO, but additionally sought feedback concerning the PCT functions performed by other Offices and Authorities within the PCT System. The main findings are as follows:

- The overall global satisfaction indicator for the PCT information products and services provided by WIPO was 89%.
- The PCT training provided by WIPO was highly rated with user satisfaction ratings of over 90% for the individual training related services.
- The PCT services provided by other Offices and Authorities as a whole, and in their various capacities as receiving Office, International Searching Authority, and International Preliminary Examining Authority, received a user satisfaction rating of 83%.
- A number of specific suggestions for improvement were made by PCT users concerning the PCT portion of the WIPO website, the *PCT Applicant's Guide*, PCT training, ePCT, language-specific services, and the payment of fees to WIPO.

2. Survey methodology

Survey respondents were asked to evaluate the products and services provided by WIPO and other Offices, both from a quality and satisfaction perspective.

The survey was made available in nine languages². Individual links to the survey were sent by email to 10,830 PCT users. The e-mail addresses, comprising applicants and agents, were extracted from international applications and from subscribers to the *PCT Newsletter*.

One thousand and thirty six users completed the survey, representing a response rate of approximately 10%, which corresponds to expected survey norms. More than 1,000 free text comments were also submitted by survey respondents.

3. Respondents

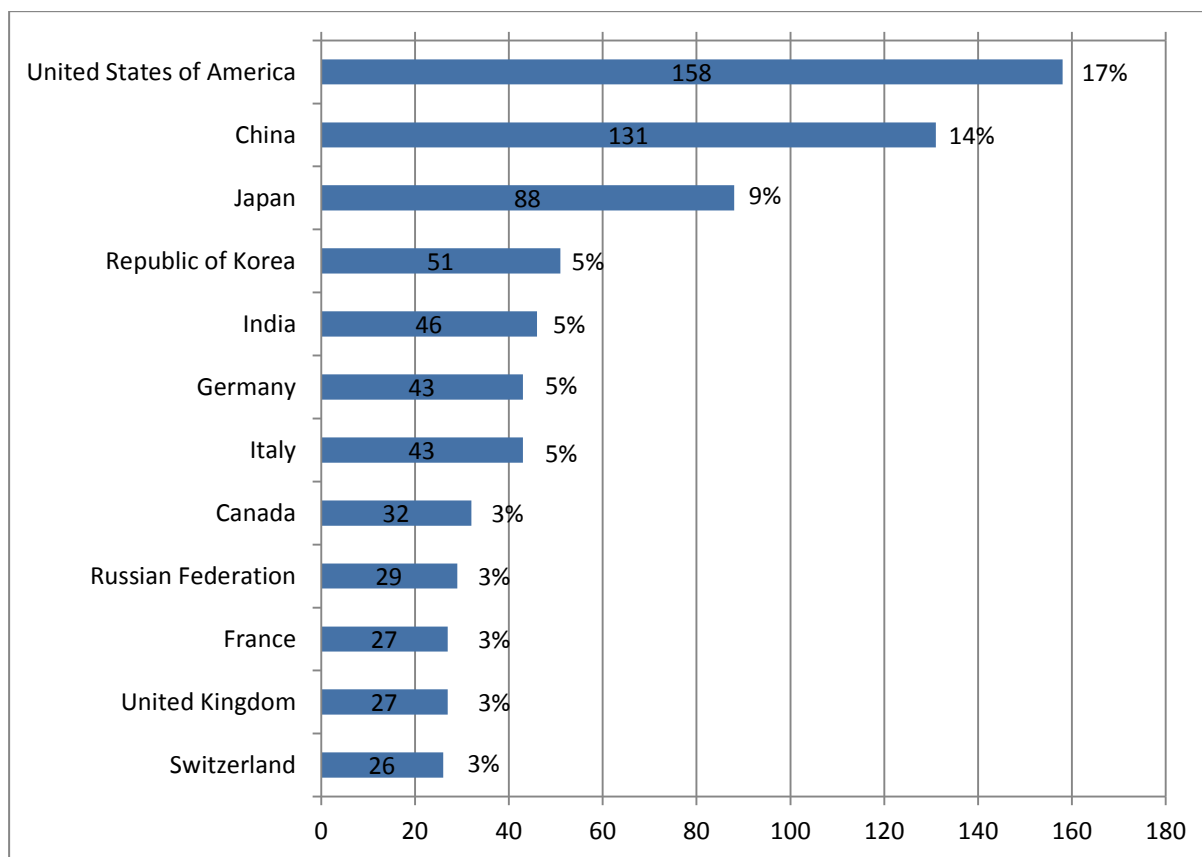
The profile of survey respondents was broad and varied, though understandably the majority of responses came from countries of high PCT use.

¹ In accordance with the WIPO Program and Budget for 2014-15. The first PCT survey was conducted in 2009.

² Chinese, English, French, German, Japanese, Korean, Portuguese, Russian, Spanish

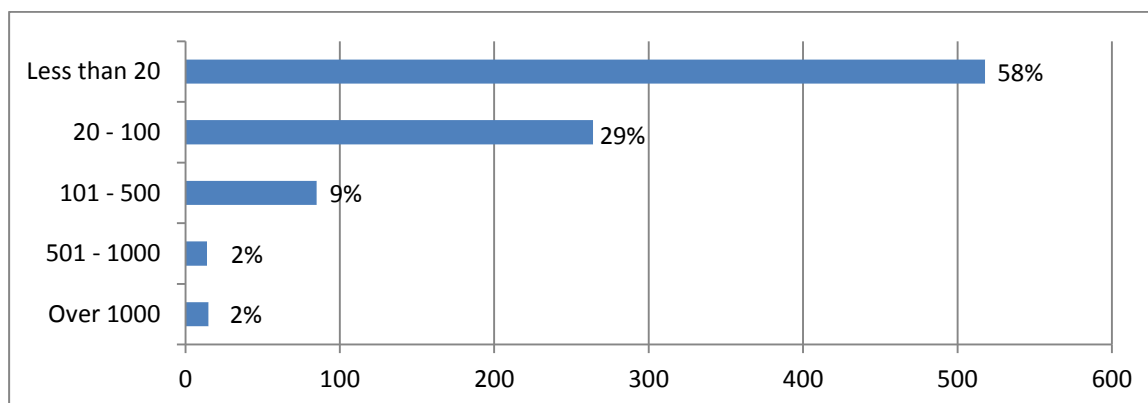
3.1 Participation by country

Survey respondents were from the following countries:



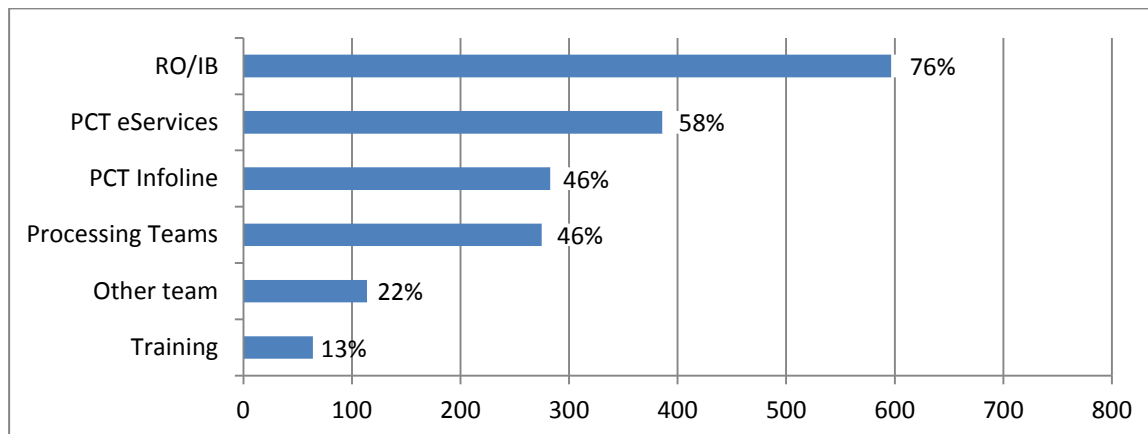
3.2 Number of PCT applications filed per year

Of the survey respondents, 4% filed more than 500 international applications per year, 38% filed between 101 and 500 international applications per year, and 58% filed less than 20.

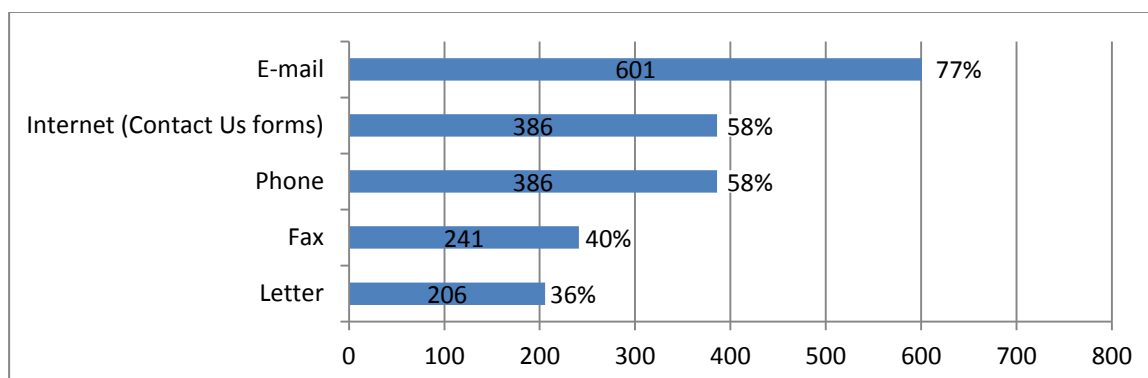


3.3 Frequency and channel of PCT contact with WIPO

Survey respondents were asked to identify how often and which PCT staff or teams within the International Bureau they had contacted in the last six months. The PCT users who responded contacted WIPO on average two to three times within a six month period. The receiving Office of the International Bureau received the highest number of contacts.

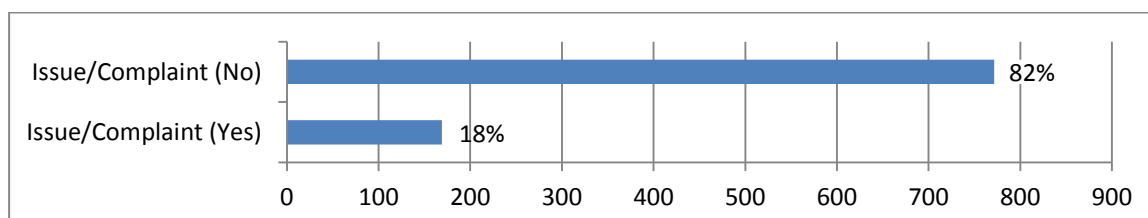


E-mail was the preferred means of contact followed by WIPO's website and telephone. Fax and postal mail were not as frequently used. Based on the survey's free text comments, the preferred means of communication was related to time zone considerations and the user's perceptions as to the most expedient means for resolving a particular issue.



3.4 Users who have raised an issue or complaint

Of the survey respondents, nearly one out of five users had raised an issue or complaint with the PCT at WIPO.



4. Quality and satisfaction of PCT information products and services provided by WIPO

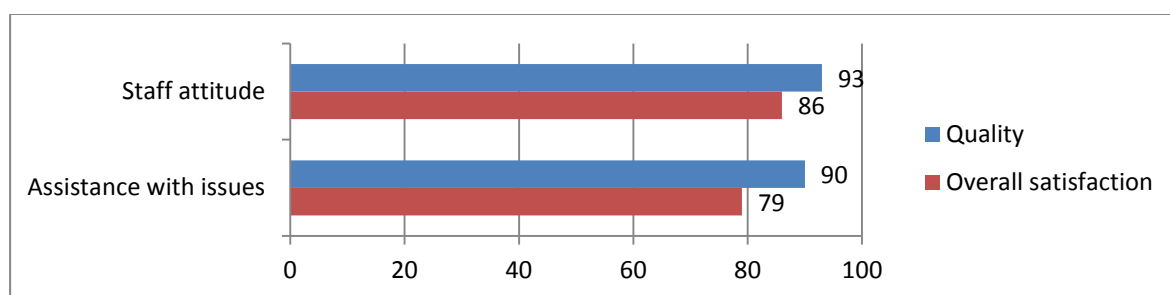
Quality and satisfaction indexes were established to evaluate the PCT services and information products provided by WIPO.

The quality index measured whether a particular information product or service “Met” or “Did not meet” user expectations in relation to quality, and represented the percentage of responses which indicated that expectations were “Met”.

The satisfaction index measured the overall satisfaction of the respondents with the particular information product or service. This included not only the end product or service itself but also other aspects underlying the product or service delivery such as technical support, staff availability, staff accessibility, staff responsiveness, timeliness, etc. Each product or service was evaluated using a 5-point rating scale (“weak”, “average”, “good”, “very good”, and “excellent”).

4.1 Contacting PCT staff at WIPO

The attitude of WIPO’s PCT staff toward PCT users was perceived by respondents as being very positive, resulting in a high level of user satisfaction with this aspect of the service that WIPO provides. Survey respondents in general viewed WIPO PCT staff as being courteous, friendly, competent, professional, and knowledgeable.



The specific satisfaction ratings given by respondents were as follows:



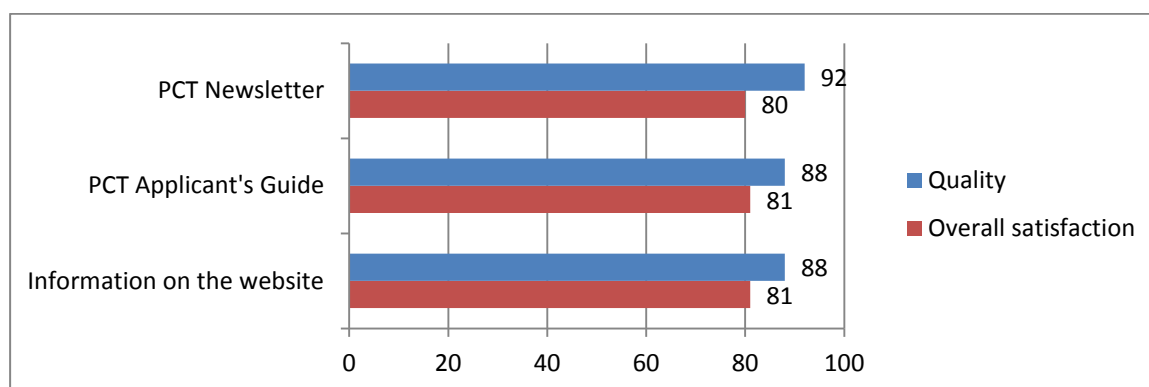
(Overall satisfaction rating: 84%)

Some specific examples of areas for improvement indicated by respondents in their textual comments were the following:

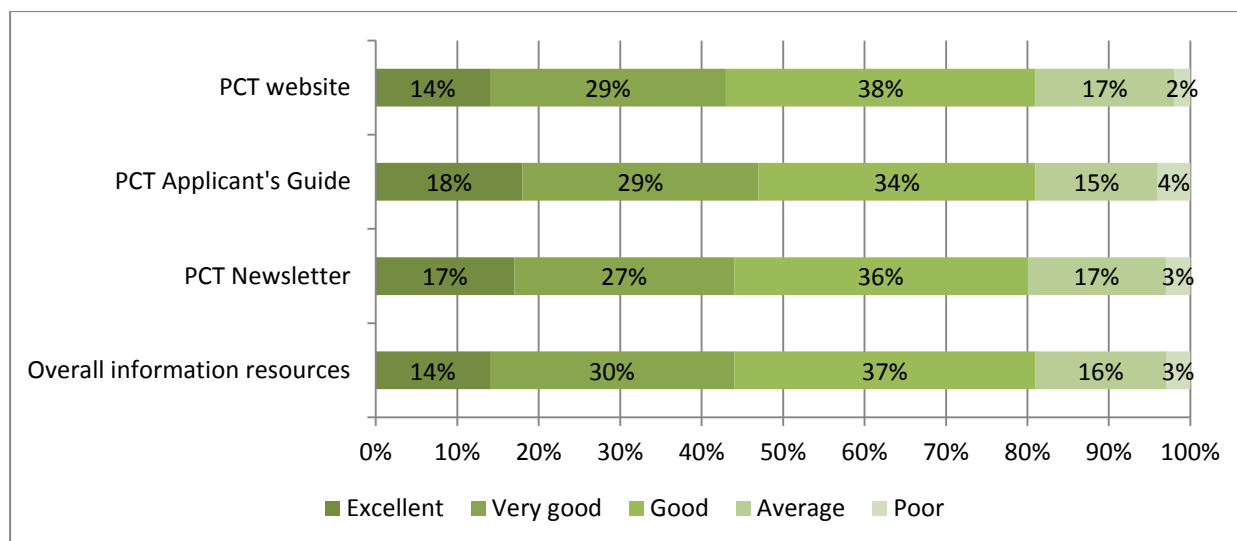
- expand hours of services for users in different time zones;
- provide faster responses to e-mails;
- make it easier to identify the right person to contact;
- improve speed of service especially for urgent matters; and
- extend the language coverage of PCT-related customer service.

4.2 Information resources

The PCT information resources provided by WIPO were viewed as being highly informative and comprehensive. The *PCT Newsletter*, together with the *PCT Applicant's Guide* and the content of the PCT portion of the WIPO website, were all appreciated by the respondents.



The specific satisfaction ratings given by respondents were as follows:



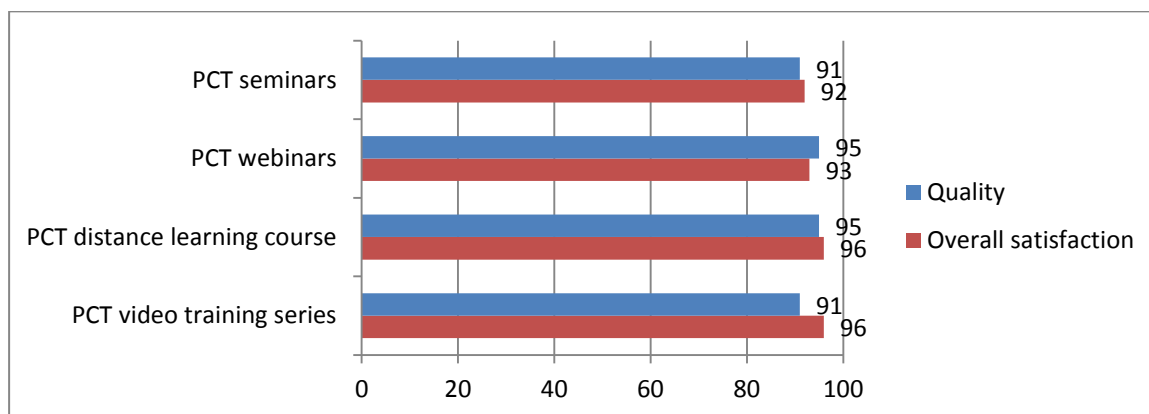
(Overall satisfaction rating: 81%)

Several survey respondents suggested that improvements be made in the presentation and clarity of PCT information resources. Comments were also made on difficulties encountered in finding information and in navigating through the PCT portion of the WIPO website. Some specific examples of areas for improvement included:

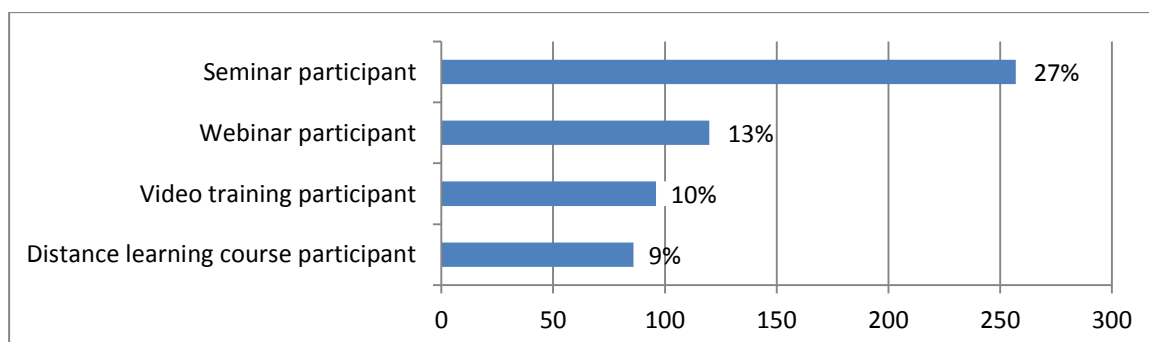
- presentation of information on the website can be improved and finding the right information on the website is time-consuming; and
- the *PCT Applicant's Guide* is very high-level, difficult to navigate, and not always up-to-date.

4.3 PCT training

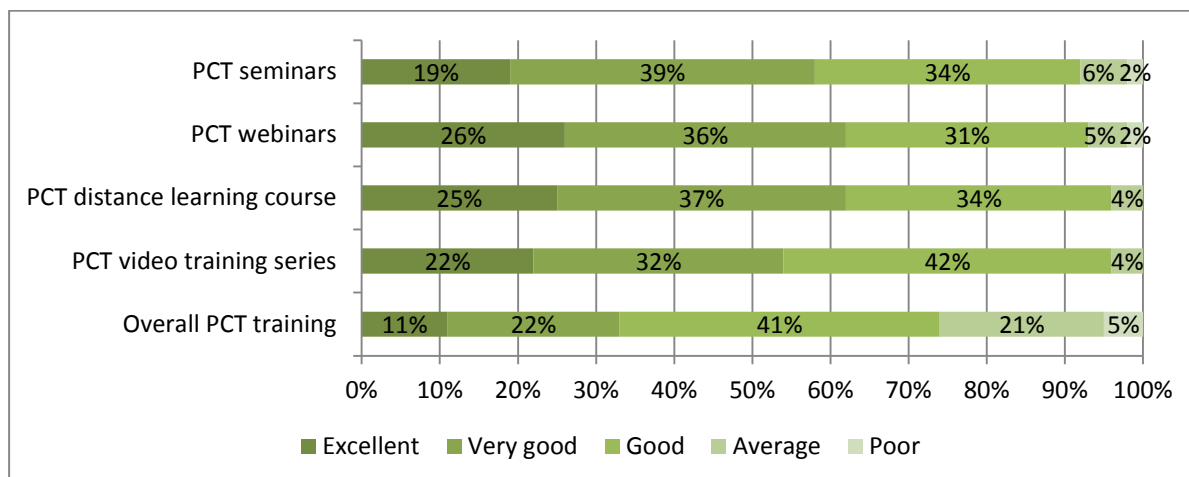
The PCT training services and resources provided by WIPO received ratings evidencing very high-levels of user satisfaction. The PCT seminars, webinars, distance learning course, and video training series were all highly rated.



27% of survey respondents had attended an in-person PCT seminar. The three other training services and products had a usage rate of about 10% each among the survey respondents.



The specific satisfaction ratings were as follows:



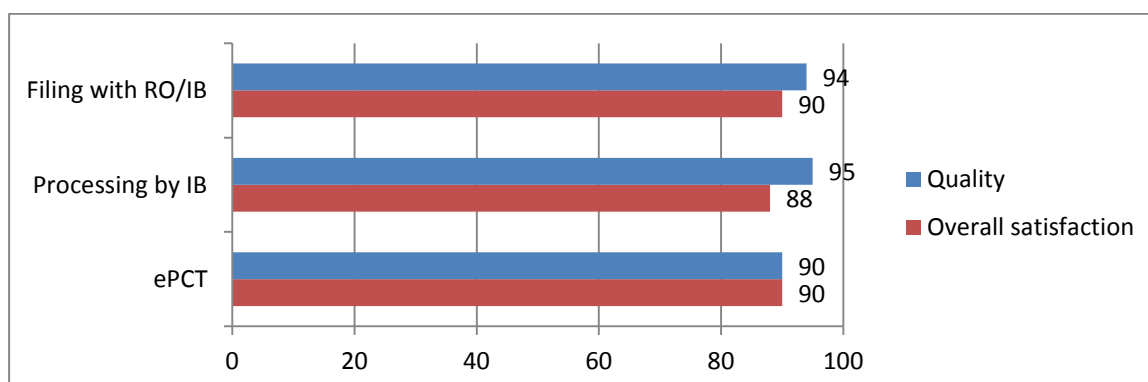
(Overall satisfaction rating: 74%)

It is to be noted that the level of overall PCT training satisfaction (74%) is lower than the individual ratings of PCT training services. This can be partly explained by the fact that many survey respondents who responded to the overall satisfaction question did not provide individual satisfaction ratings. This could also be due to lack of awareness of PCT training services, or dissatisfaction with some aspects of PCT training. The ratings gap between overall and individual satisfaction could also highlight the need to better advertise and promote the PCT training provided by WIPO.

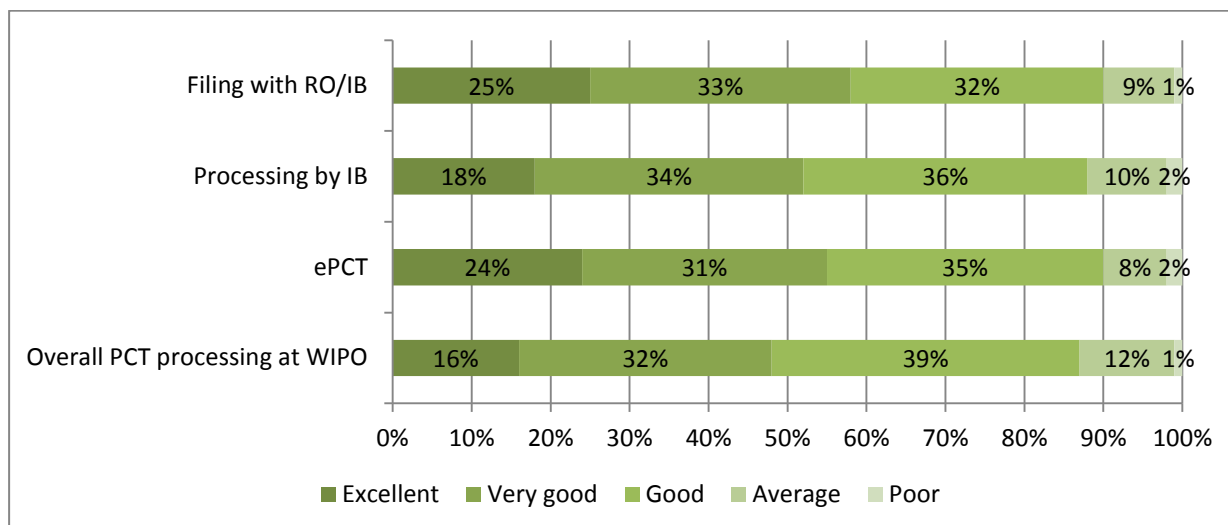
The free text comments were analyzed in order to identify specific elements of dissatisfaction. The only concrete issues identified were the availability of and awareness about PCT seminars and the number, frequency and scheduling (time zone considerations) of webinars.

4.4 Processing of international applications

The processing of international applications by the International Bureau (including as receiving Office (RO/IB) and in its general function) overall had a high level of user satisfaction, being rated as “good” and above by 87% of respondents. There was some level of dissatisfaction expressed in the free text comments regarding the accessibility and availability of staff when such contact was needed.



The specific overall satisfaction ratings were as follows:



(Overall satisfaction rating: 87%)

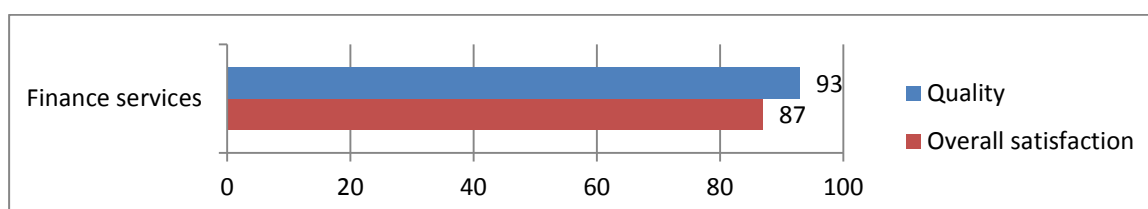
About one third (35%) of survey respondents had used ePCT private services, which are in general perceived by their users as being easy to use for submitting documents, managing files, and keeping track of information. A number of comments were received, however, concerning technical difficulties in obtaining and renewing digital certificates, and relating to the management of ePCT access rights.

Some specific examples of areas where users expressed their desire to see improvements were the following:

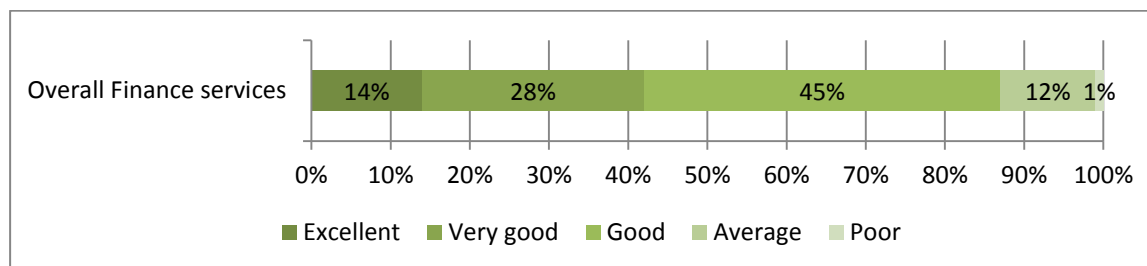
- difficult to reach someone by phone;
- make it easier to identify the right person for problem resolution;
- staff is qualified but some are difficult to understand;
- spoken language not always good;
- colleagues in PCT Operations area are difficult to reach by fax;
- clearer system compatibility requirements, i.e., browsers, operating system plug-ins;
- ePCT issues such as system performance, digital certificates, upload of documents, handling of drawings, access management;
- more training on ePCT; and
- more electronic payment options.

4.5 Finance services

The quality of services offered by WIPO Finance to PCT applicants was considered by the survey respondents to be very high.



The specific satisfaction rating given by respondents was as follows:



(Overall satisfaction rating: 87%)

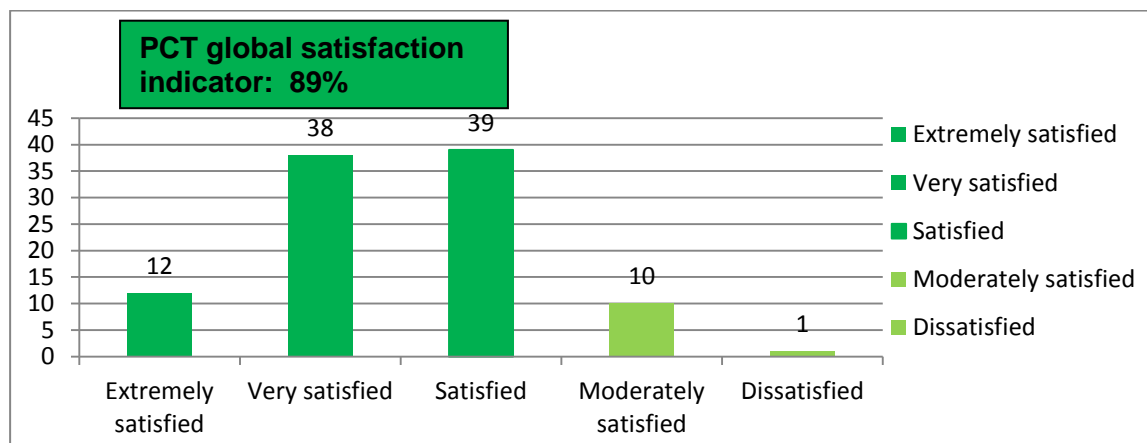
Some specific examples of areas for improvement which were expressed by users included:

- need more currency options for the WIPO current account (at the moment, CHF only);
- need to broaden and offer additional payment means; and
- difficult to reach staff in Finance.

5. Global satisfaction with the PCT products and services provided by WIPO

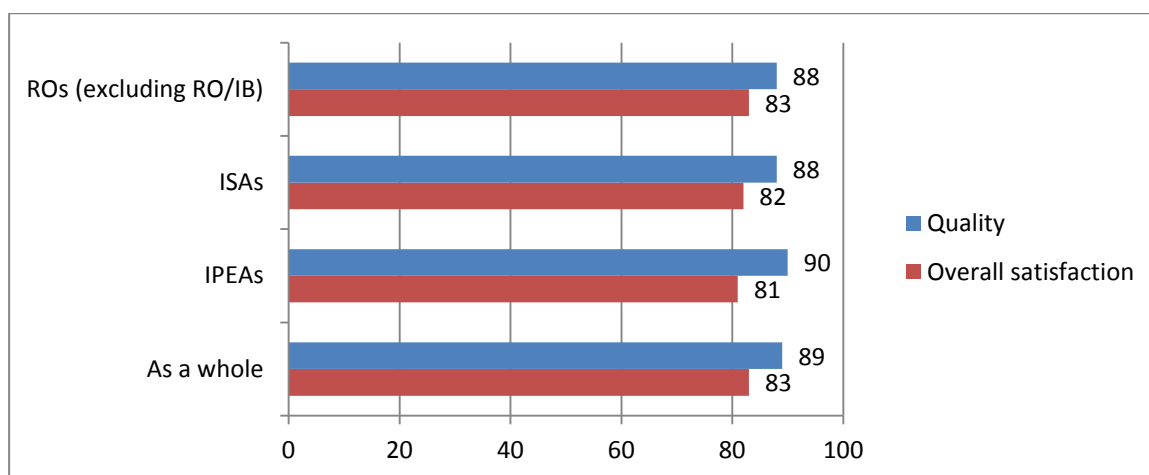
In addition to the individual product or service evaluations, respondents were asked to rate their global satisfaction level with the PCT information products and services provided by WIPO.

In response to a single question on global satisfaction, 89% of the respondents indicated said that they were either “satisfied”, “very satisfied”, or “extremely satisfied”. Out of the remaining 11%, 10% of them said that they were “moderately satisfied” and thus only 1% said that they were “dissatisfied”.



6. PCT services provided by other Offices and International Authorities

The ratings for PCT services provided by other Offices and Authorities in their various international capacities were globally slightly lower than the ratings for the services provided by the International Bureau of WIPO. When the services provided by the receiving Offices (excluding RO/IB), the International Search Authorities (ISAs) and International Preliminary Examining Authorities (IPEAs) were evaluated collectively, 83% of the respondents rated those services as “good” or above.



The overall usefulness of PCT reports produced by the ISAs and IPEAs was highly rated although there was less satisfaction with timeliness, the specific quality of the reports, and the availability of staff in the International Authorities when contact was necessary.

The specific overall satisfaction ratings were as follows:



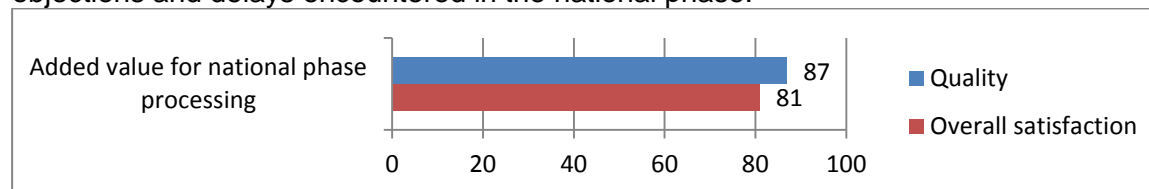
(Overall satisfaction rating: 83%)

Some examples of free text comments relating to the services provided by Offices and Authorities other than the International Bureau included:

- difficult to access documents electronically;
- not satisfied with the quality and service of the international search;
- difficult to reach the patent examiner;
- prior art documents are not included with the search report;
- some objections raised by patent examiners are insignificant;
- examiners are not given sufficient time to do a proper search; and
- unable to get urgent help especially when filing online.

7. Added value for national phase processing

The added value provided by the PCT for national phase processing was widely recognized, with 81% of respondents indicating “good” or above. A certain degree of failing to meet expectations was noted with respect to the effect of international reports and the speed of processing in the national phase. In the free text comments, issues were raised relating to objections and delays encountered in the national phase.



8. Improvements in performance compared with the survey results in 2009

While the methodologies employed in the 2009 and 2015 surveys were somewhat different, there are some results relating to information product and services areas which can be compared:

Service or product evaluated	% difference in satisfaction in 2015 over 2009
<u>WIPO's PCT Information Resources</u>	
<i>PCT Applicant's Guide</i>	+7.41
<i>PCT Newsletter</i>	+1.87
<u>PCT Training</u>	
Seminar delivery	+13.22
PCT Multimedia (Video) Presentations	+19.09
<u>Processing of international applications</u>	
Processing by RO/IB	+13.83
Processing by the International Bureau	+14.79
Overall quality of processing services provided by the IB	+6.89
<u>Overall satisfaction with WIPO's PCT Services</u>	+11.05

All of the International Bureau's products and services for which a comparison was possible showed improvement between 2009 and 2015. Notwithstanding certain differences between the 2009 and 2015 surveys, there are clear indications of increased levels of user satisfaction with PCT information products and overall service quality provided by WIPO in the intervening period.

9. Conclusion

The 2015 PCT User Survey was completed by more than 1,000 survey respondents. The results showed a high level of satisfaction with WIPO's PCT services among the survey respondents, with all comparable areas showing improvement over the baselines established in 2009.

Despite the generally positive results of the 2015 survey, users indicated a lack of awareness as to certain PCT information products and services, in particular relating to the availability of PCT training. As a result, WIPO will endeavor to make users and potential users more aware of PCT training resources and opportunities.

The free text comments provided by survey respondents have provided an important collection of suggestions and feedback for improving WIPO's PCT-related services, and suggested areas where improvements could be made to the overall functioning of the PCT System. The International Bureau is already moving to implement many of those suggestions.

[Annex II follows]

SURVEY QUESTIONS

How often have you contacted WIPO
for PCT services during the last six
months?

1 to 6 times	<input type="text"/>
7 to 12 times	<input type="text"/>
more than 12 times	<input type="text"/>

1 - CONTACTING WIPO FOR PCT SERVICES

How have you contacted us?

	Yes	No
By Internet (Contact Us form)	<input type="text"/>	<input type="text"/>
By email	<input type="text"/>	<input type="text"/>
By fax	<input type="text"/>	<input type="text"/>
By letter	<input type="text"/>	<input type="text"/>
By phone	<input type="text"/>	<input type="text"/>

**Which PCT staff or teams have you
contacted during the last 6
months?**

	Yes	No
The International Bureau as Receiving Office (RO/IB)	<input type="text"/>	<input type="text"/>
One of the Processing Teams (PTs)	<input type="text"/>	<input type="text"/>
PCT Information Service (PCT Infoline)	<input type="text"/>	<input type="text"/>
Staff in charge of PCT training, seminars, webinars	<input type="text"/>	<input type="text"/>
PCT eServices	<input type="text"/>	<input type="text"/>
Other	<input type="text"/>	<input type="text"/>

Finding PCT contact information

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Ease in finding how to contact these services (phone, fax, email, etc)	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Quality of the contact information provided (clarity, completeness, usefulness)	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Ease in finding the required information on the WIPO website	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Ease in finding the right service for your needs	<input type="text"/>	<input type="text"/>	<input type="text"/>		
	Weak	Average	Good	Very good	Excellent
Evaluation of your experience in finding contact information on PCT services at WIPO	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Contacting via email or the website
(Contact Us form)**

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable
Ease in sending your enquiry via the website (Contact Us form)	<input type="text"/>	<input type="text"/>	<input type="text"/>

Effectiveness of the WIPO website Contact Us form					
Responsiveness in replying to emails or Contact Us form requests					
Quality of the language used in replies					
	Weak	Average	Good	Very good	Excellent
Evaluation of your experience in contacting PCT services at WIPO via email or the website (Contact Us form)					

Contacting by phone

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Opening hours					
Availability of staff					
Friendly attitude of staff					
Responsiveness in answering the phone					
Choice of available languages of communication					
Completeness of the answer given the first time you called					
Ease in contacting the right person for your needs					
Quality of the language spoken					
	Weak	Average	Good	Very good	Excellent
Evaluation of your experience in contacting PCT services at WIPO by phone					

Contacting by letter or by fax

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Timeliness in replying to a letter or to a fax					
Style and format of the reply					
Quality of the language of the reply					
	Weak	Average	Good	Very good	Excellent
Evaluation of your experience in contacting PCT services at WIPO by letter or by fax					

CONCLUDING THIS CHAPTER

	Weak	Average	Good	Very good	Excellent
Overall evaluation of your experience in contacting WIPO for PCT services					

**Comments on your experience in
contacting WIPO for PCT services**

2 - PCT STAFF AT WIPO

PCT staff attitude

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Courtesy of staff					
Listening to your request and understanding of your needs					
Competence of staff					
Responsiveness in providing a first reply or in acknowledging receipt of a request					
Quality of the response					
Making commitments and respecting them					
Continuity of assistance where your request is handled by different persons or services					
Proactive attitude of staff					
Information provided as to who deals with your request					
	Weak	Average	Good	Very good	Excellent
Your evaluation of PCT staff attitude at WIPO					

Assistance with particular issues or complaints

	Yes	No			
Have you ever raised an issue or complaint with PCT services at WIPO?					
	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Listening to you and understanding your problem					
Responsiveness in providing a solution or explanation					
Solution or explanation provided					
Our problem solving attitude					
Information we provided about the status of your issue or complaint					
	Weak	Average	Good	Very good	Excellent
Your evaluation of the assistance provided with regard to issues or complaints					

CONCLUDING THIS CHAPTER

	Weak	Average	Good	Very good	Excellent
Overall evaluation of your experience in relation to PCT staff at WIPO					

Comments on your experience in relation to PCT staff at WIPO

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3 - PCT SERVICES PROVIDED BY WIPO

3.1 INFORMATION RESOURCES

PCT website

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
General information					
Legal information					
Information on filing a PCT application					
Training, seminars, webinars, etc.					
Technical support on e-filing					
Other topics					
	Weak	Average	Good	Very good	Excellent
Your evaluation of the PCT information provided on the website					

Comments on PCT website

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PCT Applicant's Guide

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Ease of finding information					
Clarity of the information					
Completeness					
Helpfulness					
	Weak	Average	Good	Very good	Excellent
Your evaluation of the <i>PCT Applicant's Guide</i>					

PCT Newsletter

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Ease of finding information					
Clarity of the information					
Completeness					
Helpfulness					
	Weak	Average	Good	Very good	Excellent
Your evaluation of the <i>PCT Newsletter</i>					

Concluding section 3.1 on information resources

	Weak	Average	Good	Very good	Excellent
Overall evaluation of your experience in using PCT information resources					

Your comments on PCT information resources

3 - PCT SERVICES PROVIDED BY WIPO

3.2 - PCT TRAINING

PCT Seminars

	Yes	No			
Have you attended a PCT seminar taught by a WIPO representative?	<input type="checkbox"/>	<input type="checkbox"/>			
	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Availability of seminars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Materials provided during the seminar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Quality of the presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Training content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Weak	Average	Good	Very good	Excellent
Your evaluation of PCT seminars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PCT Webinars

	Yes	No			
Have you participated in a PCT webinar?	<input type="checkbox"/>	<input type="checkbox"/>			
	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Frequency of webinars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Usefulness of the webinar archive recordings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Topics variety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Quality of the presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Training content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Weak	Average	Good	Very good	Excellent
Your evaluation of PCT webinars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PCT Distance Learning Course

	Yes	No			
Have you taken the PCT Distance Learning Course?	<input type="checkbox"/>	<input type="checkbox"/>			
	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
User-friendliness of the online course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Technical support received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Training content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Weak	Average	Good	Very good	Excellent
Your evaluation of PCT Distance Learning Course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PCT Video Training Series

	Yes	No
Have you watched one or more segments of the PCT Video Training Series?	<input type="checkbox"/>	<input type="checkbox"/>

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Quality of presentations					
Duration of videos					
Training content					
	Weak	Average	Good	Very good	Excellent
Your evaluation of PCT Video Training Series					

Concluding section 3.2 on PCT Training

	Weak	Average	Good	Very good	Excellent
Overall evaluation of your experience with PCT training services					

Your comments on the PCT training services

**3 - PCT SERVICES PROVIDED BY WIPO
3.3 - PROCESSING OF PCT APPLICATIONS AT WIPO**

Processing by the International Bureau of WIPO (IB)

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Timeliness in processing post-filing document at the IB					
Accuracy in processing document at the IB					
Competence of staff					
Timeliness in international publication					
Accuracy of information made publicly available for your application					
	Weak	Average	Good	Very good	Excellent
Your evaluation of the processing by the IB					

Using ePCT

	Yes	No			
Have you ever used ePCT private services?					
	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Opening an ePCT account					
Management of rights under ePCT					
Ease of submitting documents through ePCT					
Time in receiving a response to your submission					
Ease of managing files and keeping track of information and record					
Technical support regarding the use of ePCT					

	Weak	Average	Good	Very good	Excellent
Your evaluation of ePCT					

Concluding section 3.3 on processing of PCT applications at WIPO

	Weak	Average	Good	Very good	Excellent
Overall evaluation of your experience in the processing of PCT applications at WIPO					

Your comments on the processing of PCT applications at WIPO

Concluding this chapter on PCT services provided by WIPO including information resources, training and processing of applications

	Weak	Average	Good	Very good	Excellent
Overall evaluation of your experience on these PCT services provided by WIPO					

Comments on these PCT services provided by WIPO

4 - VALUE OF PCT SERVICES PROVIDED BY WIPO

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable
Trust and confidence in PCT services provided by WIPO			
Value of the PCT services delivered for your business needs			

	Weak	Average	Good	Very good	Excellent
Your overall evaluation of the value of PCT services provided by WIPO					

Your comments on the value of PCT services provided by WIPO

5 - YOUR OVERALL SATISFACTION

	Dissatisfied	Moderately satisfied	Satisfied	Very satisfied	Extremely satisfied
In conclusion of all your previous evaluations					
Your overall satisfaction about all PCT-related services provided by WIPO					

Comments and suggestions

6 - PCT SERVICES PROVIDED BY OTHER OFFICES THAN WIPO

a - Services provided by the Receiving Office (RO)

Please select the most frequently used RO

[List of receiving Offices]

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Ease of filing					
Timely issuance of communications to the applicant					
Correct processing of documents					
Availability of staff					
	Weak	Average	Good	Very good	Excellent
Evaluation of your experience with the services provided by the RO					

b - Services provided by the International Searching Authority (ISA)

Please select the most frequently used ISA

[List of ISAs]

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Timely issuance of the international search report and written opinion					
Overall quality of the international search report					
Overall quality of the written opinion of the ISA					
Usefulness of the international search report and written opinion					
Availability of staff					
	Weak	Average	Good	Very good	Excellent
Evaluation of your experience with the services provided by the ISA					

c - Services provided by the International Preliminary Examining Authority (IPEA)

Please select the most frequently used IPEA

[List of IPEAs]

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable
Timely issuance of the international preliminary examination report (IPER)			
Overall quality of the IPER			
Usefulness of the IPER			

Availability of staff					
	Weak	Average	Good	Very good	Excellent
Evaluation of your experience with the services provided by the IPEA					

CONCLUDING THIS CHAPTER

	Weak	Average	Good	Very good	Excellent
Your overall evaluation of PCT services provided by other Offices than WIPO					

Comments on your experience about PCT services provided by other Offices than WIPO

7 - ADDED VALUE OF THE PCT SYSTEM FOR THE PROCESSING IN THE NATIONAL PHASE

	Meets my expectations	Does not meet my expectations	Don't know, Not applicable
Information and support before and after filing			
Added value in meeting the formality requirements of the national Office			
Help in meeting the patentability requirements of the national Office			
Expedited processing in the national phase			
Economic benefit compared with direct national filing			

	Weak	Average	Good	Very good	Excellent
Your overall evaluation of the added value of the PCT System for national phase processing					

Your comments on the added value of the PCT System for national phase processing

8 - CONTINUING TO WORK WITH WIPO

WIPO customer assistance teams which you know

	Yes	No
PCT Information Services (PCT Infoline)		
PCT eServices Help Desk		
PCT Processing Teams (PTs)		
PCT Receiving Office (RO/IB)		
Madrid Customer Service		
Madrid Teams 1, 2 and 3		
Madrid Client Record Unit		
International Designs Registry staff		
Arbitration and Mediation Center		
Academy Infodesk		
WIPO Customer Service Center		
Finance Service Desk		

WIPO Library

Others (please specify)

How likely are you to

Continue to work with PCT-related services at WIPO for your business needs

1=not at all likely

2

3

4

5

6

7

8

9

10=extremely likely

Recommend PCT services to somebody else

1=not at all likely

2

3

4

5

6

7

8

9

10=extremely likely

Consider using WIPO services other than PCT services

1=not at all likely

2

3

4

5

6

7

8

9

10=extremely likely

Yes

No

Competitors

Would you say that WIPO has competitors for PCT services?

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If yes, please specify

Compared to other customer assistance services you have used, how would you rate your experience with WIPO

Worse

Similar

Better

9 - YOUR OVERALL PERCEPTION OF WIPO

Do you view WIPO as the global forum for intellectual property services, policy, information and cooperation

Yes

No

How would you rate WIPO in general on the following attributes

	Weak	Average	Good	Very good	Excellent
Professionalism					
Reliability					
Responsiveness					
Ability to provide valuable information					
Service orientation					
Enterprising					
Being a friendly, informal, non-bureaucratic organization					

How would you rate WIPO information and promotion through the following means of communications

	Weak	Average	Good	Very good	Excellent
Website					
Publications					
WIPO Magazine					
E-mail newsletters					
Press releases					
Social media					
Events					

CONCLUDING THIS CHAPTER

	Weak	Average	Good	Very good	Excellent
Your overall view of WIPO's public image					

Your comments on WIPO's public image

COMPLEMENTARY INFORMATION

You or your company's profile

Individual

Small or medium-sized enterprises (less than 250 employees)

Large enterprise (250 or more employees)

University

Public research institution

Agent or law firm

Other

Number of PCT applications you file per year

Less than 20

20 - 100	
101 - 500	
501 - 1000	
Over 1000	

How did you hear about WIPO the first time?

Event/Conference	
Internet	
National Office	
Word-of-mouth	
Social media	
WIPO publication	
Press	
Other	

If Other, please specify

[End of Annex II and of document]