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# Application Readiness: Examiner Perceptions

Stefanos Karmis  
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# USPTO patent quality program

- Random reviews of examiner work product
- Ad hoc reviews and case studies
- Customer perceptions of examination quality
- Examiner perceptions of quality environment



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# Considering quality more broadly

- Quality assessments have traditionally focused on USPTO work products - from first office action quality to PTAB decisions
- The "Big Q" perspective must address the quality of every interaction, touchpoint, and system actor
- A reasonable starting point = incoming applications



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