Annual Report 2014 - Quality indicators

Customer satisfaction

The EPO monitors customer satisfaction by running regular quantitative surveys with independent research institutes. Here below, the top results of these EPO surveys.

1. The EPO survey on formalities services is only implemented every two years.

More background information on the EPO surveys on search and examination services and on formalities services.

Timeliness of patent grant procedure

2. Median value calculated from date of receipt at the EPO to dispatch of search report.
3. Median value calculated from formal check of the examination request to publication of mention of grant. The formal check confirms search phase completion, payment of examination fees and maintenance of the application.
4. Median value calculated from expiry of opposition filing period to date of opposition decision.
5. Percentage of PCT Chapter 1 international searches completed within 16 months after date of priority (for all files received on-time at the EPO).
6. Includes requests for accelerated search (3 month target) and automatically accelerated searches for European first filings (6 month target). These are part of the EPO’s “PACE” programme for accelerated prosecution.
7. “PACE” programme requests for accelerated examination where examination action completed within 3 month target. Cases are excluded from calculation after applicant has requested time limit extension.
Timeliness of customer services

The EPO has set up a Customer Services helpdesk and Customer Relationship Management System to handle users’ queries. More information on the EPO’s Customer Service Charter.

<table>
<thead>
<tr>
<th>Timeliness of response to telephone enquiries</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls to Customer services answered within 20 seconds</td>
<td>90%</td>
</tr>
<tr>
<td>Calls to EPO switchboards answered within 20 seconds</td>
<td>98%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resolution of customer services enquiries</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Information enquiries resolved within 2 working days of receipt</td>
<td>98%</td>
</tr>
<tr>
<td>Online Services enquiries resolved within 2 working days of receipt</td>
<td>80%</td>
</tr>
<tr>
<td>Procedural enquiries resolved within 2 working days of receipt</td>
<td>85%</td>
</tr>
</tbody>
</table>

8. Working days are calculated in elapsed working hours (2 days = 16hrs).

Complaints

<table>
<thead>
<tr>
<th>Complaints registered</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>% breakdown by issue</td>
<td></td>
</tr>
<tr>
<td>Examiner products and services</td>
<td>53%</td>
</tr>
<tr>
<td>Formalities products and services</td>
<td>24%</td>
</tr>
<tr>
<td>Other products and services</td>
<td>23%</td>
</tr>
<tr>
<td>% registered online</td>
<td>53%</td>
</tr>
<tr>
<td>% complaints replied to within 20 business days</td>
<td>90%</td>
</tr>
</tbody>
</table>

9. More information on the EPO's complaints procedure.