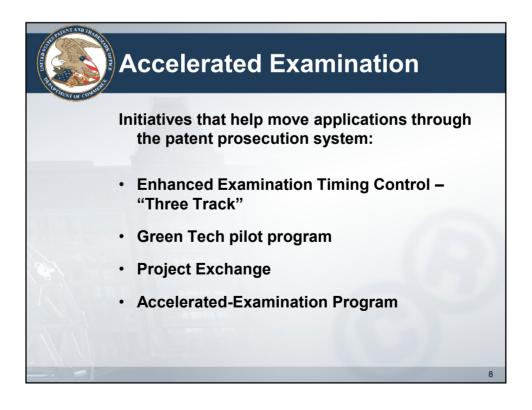


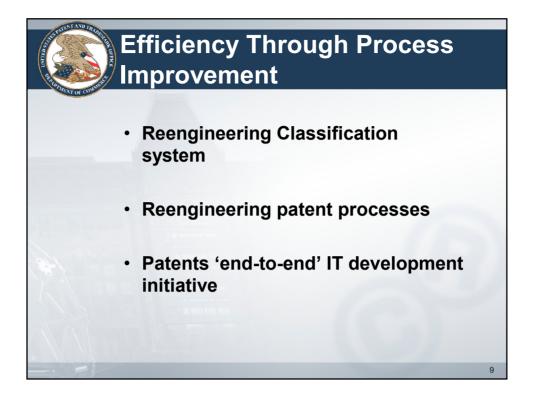


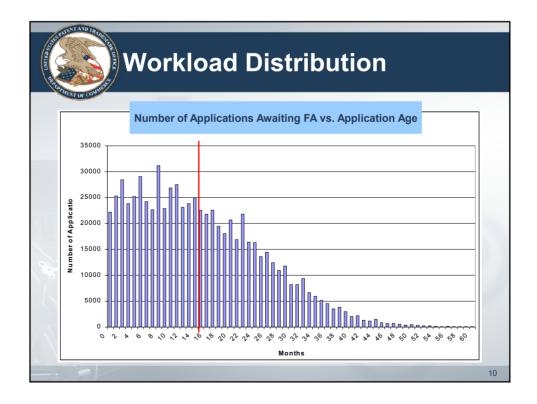


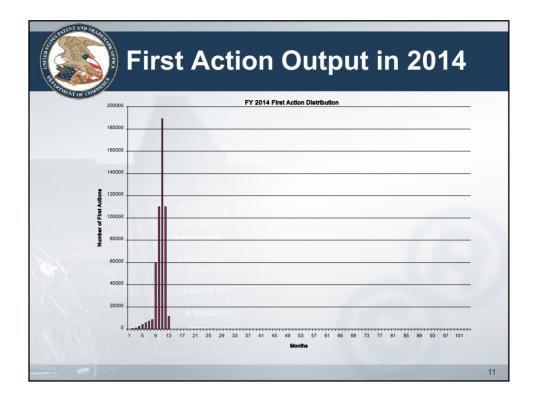
Applicant Collaboration -Interviews

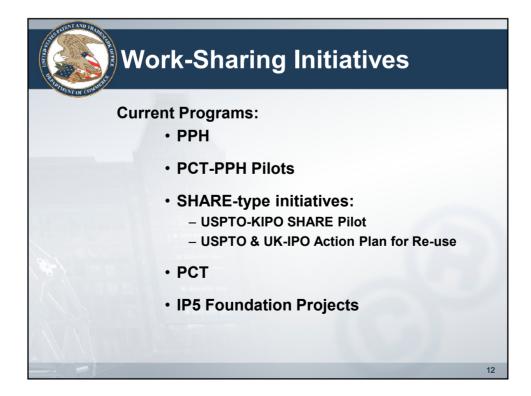
- Interview Training improved communication skills of our examiners
 - interview time up nearly 40%
 - examiners logged 138,222 interview hours in FY 2010.
- First Action Interview Pilot Program
 - First action allowance rate over twice that for all filings
- Applicants embrace the open, collaborative culture change

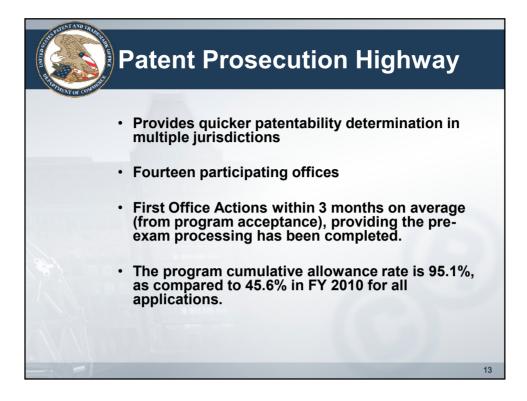


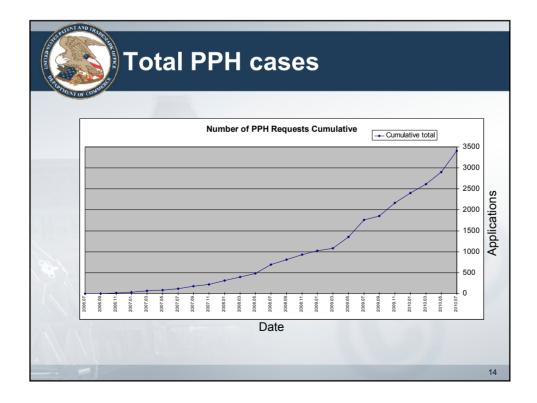


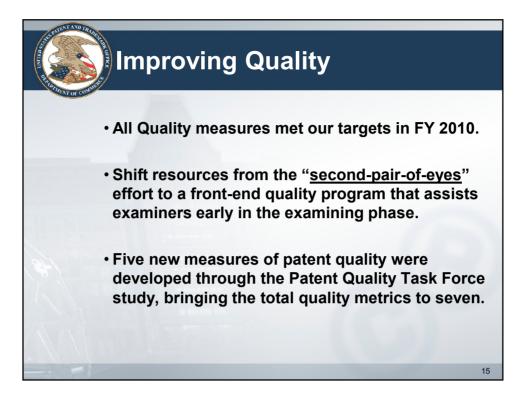
















Conclusions

- Our strategic priorities guide us to the goal of reducing pendency and backlog, and contribute to the improvement of the global IP system.
- The USPTO has launched new initiatives that bring new ways of thinking; an open-minded thinking to our Agency.
- We have embraced transparency and openness because collaboration with our partners and our applicants brings us the insight we need to reach all of our goals.

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