

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 surveys¹.

Customer satisfaction with search and examination services ¹	2013	2014	2015
% satisfied or very satisfied	76%	78%	79% ↗

Customer satisfaction with patent administration services ¹	2011	2013	2015
% satisfied or very satisfied	74%	80%	80% ↘

1. EPO surveys on patent administration have been conducted on an annual basis since 2015.

More background information on the EPO surveys on: search and examinations services and on patent administration services.

- search and examination services: [http://documents.epo.org/projects/babylon/eponet.nsf/0/28D33087C3C5D385C1257DA200442C67/\\$File/user_satisfaction_survey_search_and_examination_en.pdf](http://documents.epo.org/projects/babylon/eponet.nsf/0/28D33087C3C5D385C1257DA200442C67/$File/user_satisfaction_survey_search_and_examination_en.pdf)

- patent administration services: [http://documents.epo.org/projects/babylon/eponet.nsf/0/6F746F483E2CED7CC1257DA200443F3B/\\$File/user_satisfaction_survey_formalities_en.pdf](http://documents.epo.org/projects/babylon/eponet.nsf/0/6F746F483E2CED7CC1257DA200443F3B/$File/user_satisfaction_survey_formalities_en.pdf)

Timeliness of patent grant procedure

Timeliness		2015
Time to search with written opinion²	Direct European route (in months)	5,5 5,7
Time to Grant	From examination request ³ (in months)	26,2 28,9
Duration of opposition procedure⁴	All oppositions (in months)	25,5 26,1
% of international searches on-time⁵		84,0% 90,3%
% of accelerated searches on-time⁶		69,8% 86,1%
% of accelerated examination actions on-time⁷		60,7% 62,5%

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 in time for publication along with the application (A1 publication).

6. Percentage of accelerated searches completed according to "PACE" programme targets (3 months for requests for acceleration and 6 months for automatically accelerated European first filings).

7. Percentage of requests for accelerated examination where examination action completed within 3 months PACE programme target. Cases are excluded from calculation after applicant has requested time limit extension.

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Timeliness of customer services

The EPO has set up Customer Services helpdesk and Customer Relationship Management System to handle users' queries.

		2014	2015
Timeliness of response to telephone enquiries	Calls to Customer services answered within 20 seconds	90%	96% ↗
	Calls to EPO switchboards answered within 20 seconds	98%	99% ↗
Resolution of customer services enquiries	General Information enquiries resolved within 2 working days ⁸ of receipt	98%	99% ↗
	Online Services enquiries resolved within 2 working days ⁸ of receipt	80%	88% ↗
	Procedural enquiries resolved within 2 working days ⁸ of receipt	85%	89% ↗

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

Complaints⁹

		2014	2015
Complaints registered		360	428
% Breakdown by issue	Examiner products and services	53%	39%
	Patent administration products and services	24%	25%
	Other products and services	23%	36%
% registered online		53%	51%
% complaints replied to within 20 business days ⁹		90%	90%

9. More information on the EPO's complaints procedure: <http://www.epo.org/service-support/contact-us/complaints.html>