

PATENT OFFICE STEERING BOARD
AGENCY TARGETS 2004 – 2005
April 2004 - March 2005

AGENCY TARGET		Apr - Jun 2004	Jul - Sept 2004	Oct - Dec 2004	Jan - Mar 2004	Apr 04 - Mar 2005
1.	To be issuing 90% of search reports within 5 months of request by the end of the year.	Target (%)	90%	90%	90%	90%
		Outturn (%)	71.65%	75.8%		
2.	To grant 90% of patents within 3 years of request.	Target (%)	90%	90%	90%	90%
		Outturn (%)	95%	96%		
3.	Register 90% of processed trade mark applications, to which no substantive objections are raised or oppositions filed, within 8 months of application.	Target (%)	90%	90%	90%	90%
		Outturn (%)	96.38%	96.3%		
4.	To register 90% of correctly filed design applications, to which no substantive objections have been raised, within 3 months of the date of application.	Target (%)	90%	90%	90%	90%
		Outturn (%)	99.23%	99.3%		
5.	To reduce to an average of 26 weeks the time taken to issue a decision in trade marks <i>inter parte</i> cases once the case is ready.	Target (%)	100%	100%	100%	100%
		Outturn (%)	23 weeks	26 weeks		
6.	To increase output in relation to current expenditure by an average of at least 2% per annum over a rolling 3 year period.**	Target (%)	2%	2%	2%	2%
		Outturn (%)	n/a	n/a	n/a	n/a
7.	Ensure that the proportion of bad acceptances published in the Trade Marks Journal is less than 1%.	Target (%)	100%	100%	100%	100%
		Outturn (%)	100%	95.83%		
8.	Establish a baseline and metrics for IP awareness and a target for 2005/06.	Target (%)	100%	100%	100%	100%
		Outturn (%)	to be determined at end of year			
In addition to these key targets:						
	To meet our Customer Service Standards as reported in the Annual Report and on our website www.patent.gov.uk	Target (%)	100%	100%	100%	100%
		Outturn (%)	98.65	98.4%		
	The Office will pay 100% of bills within 30 days of receipt of goods or services or a valid invoice, whichever is the later	Target (%)	100%	100%	100%	100%
		Outturn (%)	99.62%	99.6%		
	The Chief Executive will reply within 10 working days to all letters from members of Parliament delegated for his reply	Target (%)	100%	100%	100%	100%
		Outturn (%)	100%	100%		

** Please see Financial Report