

Detailed Findings: 2008 National Client Satisfaction Survey
The Canadian Intellectual Property Office (CIPO)



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1. Background information

The Canadian Intellectual Property Office (CIPO), a special operating agency of Industry Canada, is responsible for administering Canada's system on Intellectual Property (IP) rights; namely, patents, trade-marks, copyrights, industrial designs, and integrated circuit topographies.

Specifically, CIPO receives and examines applications for IP rights; grants and registers IP rights; and administers their renewal, assignment and transfer. Its primary clients are applicants for IP protection, agents representing those applicants, users of the IP system, and the Canadian business community.

CIPO has adopted the following five strategic priorities for its renewed 2007-2012 Strategic Plan:

- to improve products, services and processes in areas of highest priority to clients, while supporting the greater public good;
- to ensure that a large proportion of Canadian creators and innovators understand IP and use it effectively to enhance their innovation capabilities and acquire competitive advantage in the marketplace;
- to improve IP (administrative) policy to benefit Canadians;
- to contribute to the improvement of the worldwide IP system and to benefit Canadians, through influencing international IP administrative policies and practices, and sharing and acquiring best practices business intelligence; and
- to be recognized as one of the best employers in the Government of Canada.

Client satisfaction surveys are a key driver in CIPO's overall priority to become client-centred. The results from the 2008 National Client Satisfaction Survey will allow CIPO to report on key client benchmarks, as well as understand clients' needs.

2. Objective

The purpose of this research is to measure the current satisfaction levels of CIPO's existing clients and compare the results against those of previous satisfaction surveys (2001 and 2003). The survey will also assist CIPO in further segmenting its key client groups. The survey results will be used to help evaluate the impact that identified service improvements have had on increasing overall satisfaction, as well as identify new service improvements to CIPO's products and services. In addition, the survey gauged current satisfaction levels among US citizens who have filed for patent protection in Canada.

3. Methodology

Ekos Research conducted 1552 15-minute telephone interviews with CIPO clients from across Canada from March 4 to May 13, 2008, based on a questionnaire developed in consultation with CIPO. EKOS also conducted 582 surveys with represented patent applicants in the United States. US patent applicants were added to this survey to provide CIPO's Patent Branch with direct feedback from foreign applicants, given that the great majority of patent applicants reside outside Canada.

The sample was stratified by product line and client type to reflect the client segmentation at CIPO over the past 24 months.

While a concerted effort was made to increase responses within the industrial designs (ID) area, sufficient samples were unavailable. Response targets for ID could therefore not be met. Nonetheless, the margin of area is comparable to that of previous surveys.

Table 1: Sample Stratification

Strata	Sample Size	Margin of Error
Patents	355	+/-5.20%
Copyrights	461	+/-4.56%
Trade-marks	665	+/-3.80%
Industrial designs	71	+/-11.63%
Total	1552	+/-2.48%
Agents	246	+/-6.25%
Unrepresented	965	+/-4.00%
Direct Client Total	1211	+/-2.81%
Represented	341	+/-4.38%
Total	1552	+/-2.49%
US Represented Patents	582	+/-4.14%

Ekos Research conducted the fieldwork and compiled a detailed methodological report. For detailed information on the sample, questionnaire design, and data collection, please refer to the report prepared by Ekos located in Appendix A of this document.

3.1. Data Analysis

Our analysis approach involved three phases to identify areas where potential service improvement may be required and to identify key drivers of overall satisfaction.

- Phase 1 – cross tabulation: differences were identified among applicant types (agent, unrepresented, represented) and across product lines.
- Phase 2 – gap analysis: success scores were subtracted from importance scores to illustrate the “gap” between the two. Negative gaps show areas where current performance falls short of importance to clients. Gaps are categorized according to the following:
 - High-level service improvement opportunities (gaps of –21 or greater)
 - Medium-level service improvement opportunities (gaps between –13 and –20)
 - Low-level service improvement opportunities (gaps of –12 or less)
- Phase 3 – correlation analysis¹: the direction between relationships among all elements related to overall satisfaction was assessed to determine the strongest drivers of overall client satisfaction.

The above analysis approach was used to identify key service improvement opportunities that have the greatest impact on overall satisfaction.

Regression² analysis was also used to provide further insight into how service elements affect satisfaction. For each main section (communications, accessibility, and turnaround times) the individual elements were regressed against overall satisfaction scores to determine the best overall predictors of satisfaction in each particular section. In addition, regression analysis was used to determine the best predictors of overall client satisfaction. Analysis showed that almost two thirds of overall satisfaction could be explained by three main drivers: satisfaction with communications, satisfaction with accessibility, and satisfaction with turnaround times. These are the same primary drivers of overall satisfaction that were identified in 2005.

¹ Correlation is the statistical relationship between two variables. It indicates how such variables move together; this is not necessarily a causal relationship. Strength of the relationship is measured from –1 (perfect negative correlation) to +1 (perfect positive correlation).

² Regression is a statistical relationship between two variables x and y. Regression allows one to predict the value of y based on the known value of x.

4. Communications

In this section of the survey, clients were asked to indicate their agreement with various statements pertaining to CIPO's communication with its clients, and to rate the importance of each statement.

Table 2: Communication Gaps

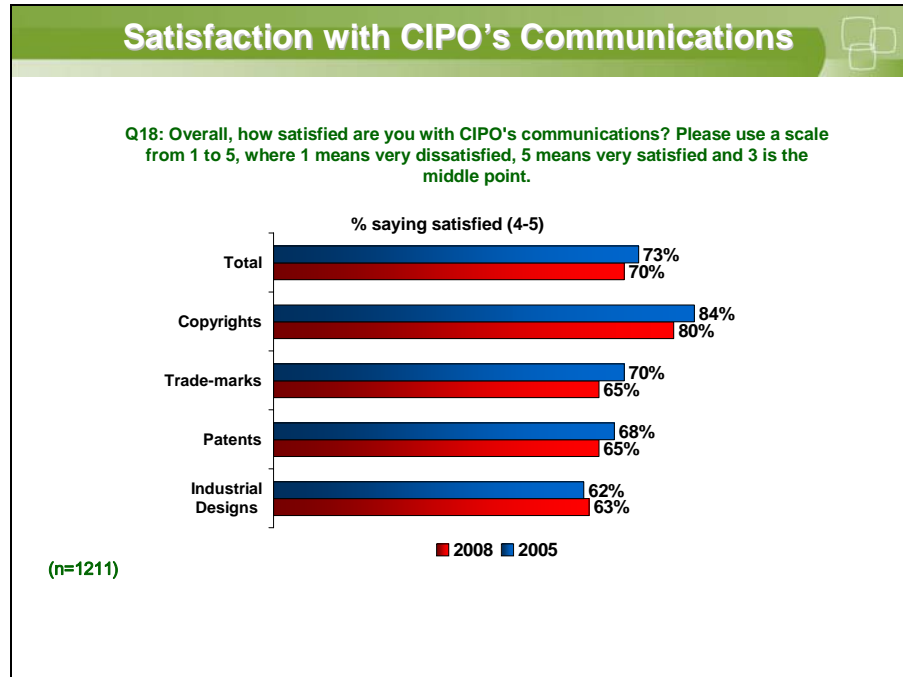
Client Orientation Elements	Agree (4-5)	Imp (4-5)	Gap	Product Line	Applicant Type
I was informed of everything I had to do in order to obtain intellectual property protection.	67%	89%	-22	Patent -29	Unrepresented -21
				Trade mark -26	
				Industrial Design -17	Agent -24
				Copyright -11	
The information or assistance I received from CIPO helped me to decide whether or not to file for intellectual property rights*	60%	75%	-15	Patent -10	Unrepresented -15
				Trade mark -20	
				Industrial Design -14	N/A
				Copyright -13	

*Asked on unrepresented applicants only

High-level service improvement priorities are highlighted in Table 2. One element that displays an important negative gap — and therefore represents a high service improvement priority for clients — is informing clients of everything they have to do in order to obtain IP protection. Negative gaps were particularly significant among patent and trade-mark filers as well as agents and unrepresented applicants.

Another area that emerged as a potential service improvement priority was consulting with clients on potential changes that could affect them. Less than a third (32%) of respondents indicated that they were satisfied with CIPO's performance in this area.

Chart 1: Overall Satisfaction with Communications



Almost three-quarters (70%) of direct clients are satisfied with CIPO's communications. This represents a modest drop (3%) since 2005 (Chart 1). Although satisfaction levels have remained relatively high (72%) among unrepresented clients, satisfaction among agents has declined 8% from 2005. It is noteworthy that the percentage of agents who said they were "very satisfied" with CIPO's communications decreased from 38% in 2005 to just 13% in 2008.

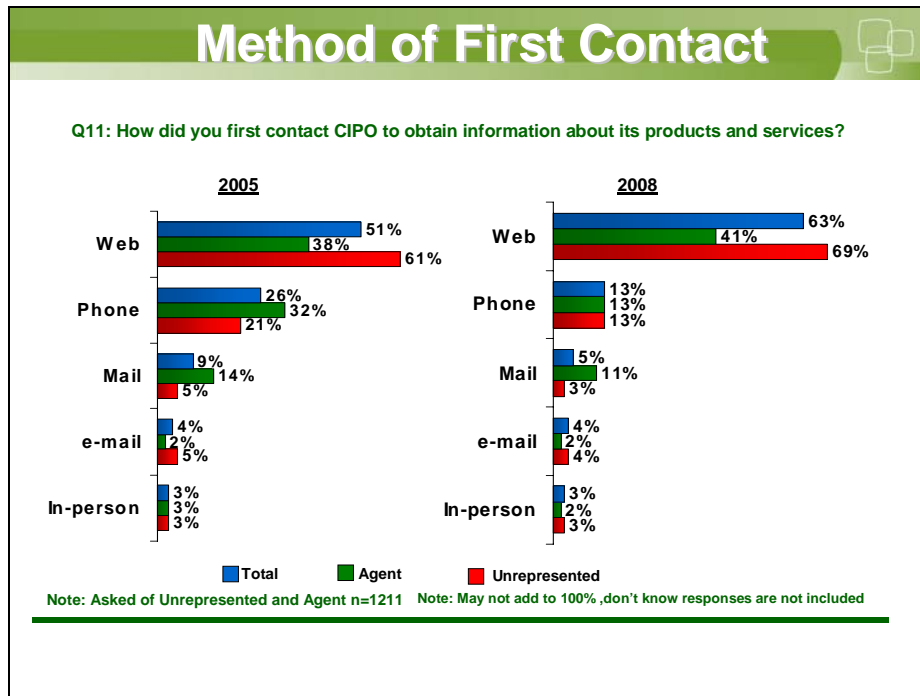
Overall satisfaction with communications has also decreased across product lines, although it remains high among copyright applicants (80%).

5. Access to intellectual property services

5.1. First contact

When accessing IP services at CIPO, the web continues to be the first point of contact across all product lines and applicant types. It is interesting to note that the proportion of clients who first contact CIPO over its website continues to grow, while the share of clients first contacting CIPO by telephone continues to decline (Chart 2). Almost two thirds (60%) of clients, and most notably agents (67%), indicated that they preferred to receive information from CIPO via email, while only 13% of agents and unrepresented clients said they preferred to receive communications by posted mail.

Chart 2: Method of First Contact



5.2. Gap analysis

In this section, clients were asked to indicate their agreement with statements pertaining to the accessibility of CIPO's services, and to rate the importance of each statement.

Table 3: Access to IP Services Gaps

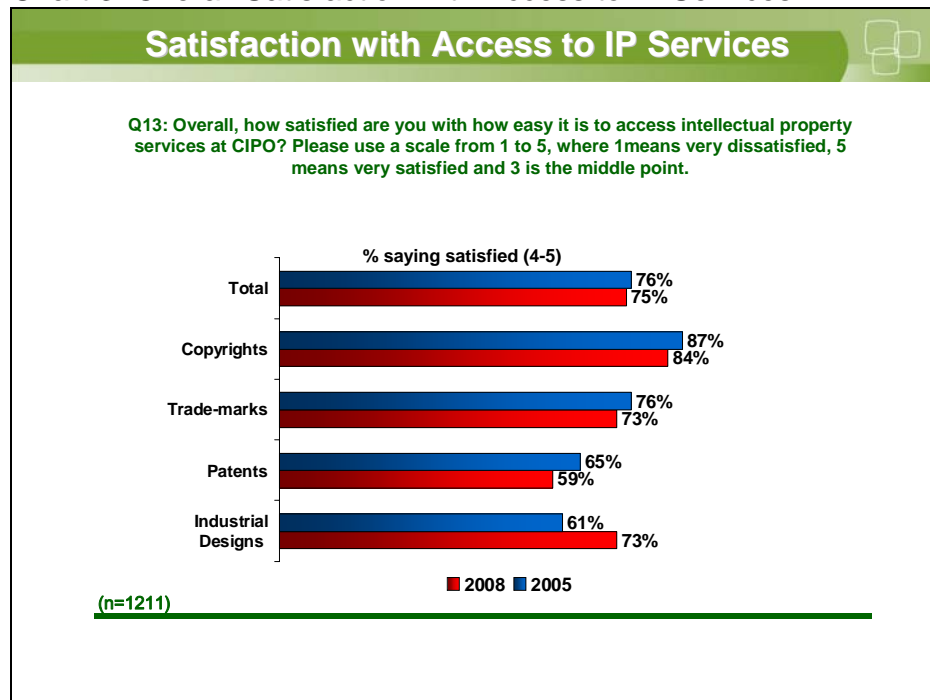
Client Orientation Elements	Agree (4-5)	Imp (4-5)	Gap	Product Line	Applicant Type
It is easy to reach the right CIPO employee to address my problem or need	52%	86%	-34	Patent -41	Unrepresented -32
				Trade mark -33	
				Industrial Design -35	Agent -46
				Copyright -33	
It is clear who to contact within CIPO to receive service	54%	85%	-31	Patent -38	Unrepresented -29
				Trade mark -32	
				Industrial Design -25	Agent -40
				Copyright -26	
I dealt with a reasonable number of people to get the information requested	65%	81%	-16	Patent -20	Unrepresented -17
				Trade mark -13	
				Industrial Design -9	Agent -12
				Copyright -18	
In the end, CIPO provided me with the information I needed	81%	92%	-11	Patent -12	Unrepresented -11
				Trade mark -14	
				Industrial Design -15	
				Copyright -6	Agent -13
The hours of service are convenient	68%	75%	-7	Patent -5	Unrepresented -4
				Trade mark -8	Agent -14
				Industrial Design -16	
				Copyright -3	

High-level service improvement priorities for clients are highlighted in Table 3. Negative gaps of more than 30 points indicate that reaching the right CIPO employee to address a problem and knowing who to contact within CIPO for service remain important issues for clients, and therefore service improvement priorities for clients. Gaps were largest in these areas among patent applicants and among agents, although were also significant (above -20) across remaining product lines and among unrepresented applicants.

5.3. Overall satisfaction with access to IP services

As was the case in 2005, 75% of clients were satisfied with the accessibility of services at CIPO. This was a very slight decline from 2005.

Chart 3: Overall Satisfaction with Access to IP Services



Although overall satisfaction with the accessibility of CIPO's services remains high, copyright, trade-mark and patent filers all registered a decrease in satisfaction relative to 2005. (Chart 3).

6. Turnaround times

6.1. Gap Analysis

Clients were also asked to indicate their agreement with statements pertaining to the timeliness of CIPO's services, and to rate the importance of each statement.

Table 4: Turnaround-Time Gaps

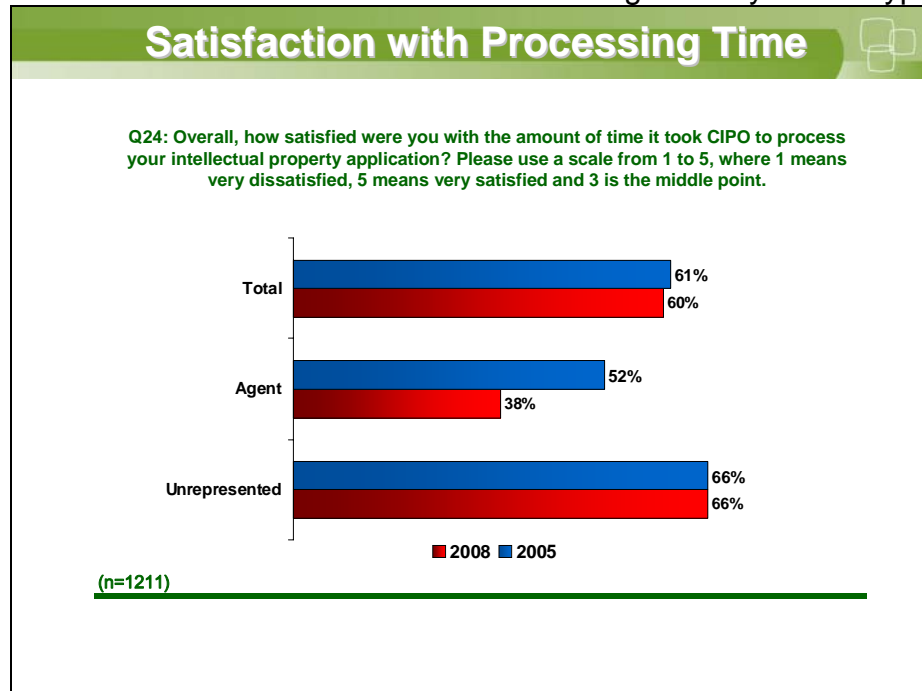
Client Orientation Elements	Agree (4-5)	Imp (4-5)	Gap	Product Line	Applicant Type
I received my first action within a reasonable amount of time	62%	90%	-28	Patent -42	Unrepresented -22
				Trade mark -37	
				Industrial Design -36	Agent -54
				Copyright -9	
I received my final decision within a reasonable amount of time	57%	91%	-34	Patent -50	Unrepresented -28
				Trade mark -46	
				Industrial Design -29	Agent -56
				Copyright -7	
CIPO takes the appropriate amount of time to respond to enquiries and requests	61%	90%	-29	Patent -31	Unrepresented -26
				Trade mark -38	
				Industrial Design -29	Agent -43
				Copyright -16	

High-level service improvement opportunities (gaps of greater than –20) are highlighted in Table 4. Turnaround times (TATs) for first actions, final decisions and replies to enquiries and requests show large negative gaps and all three represent important service improvement priorities for patent, trade-mark, and copyright filers. Gap analysis indicates that agents are significantly more likely to be dissatisfied with turnaround times than unrepresented applicants, sometimes by as much as 20 points.

6.2. Overall satisfaction with turnaround times

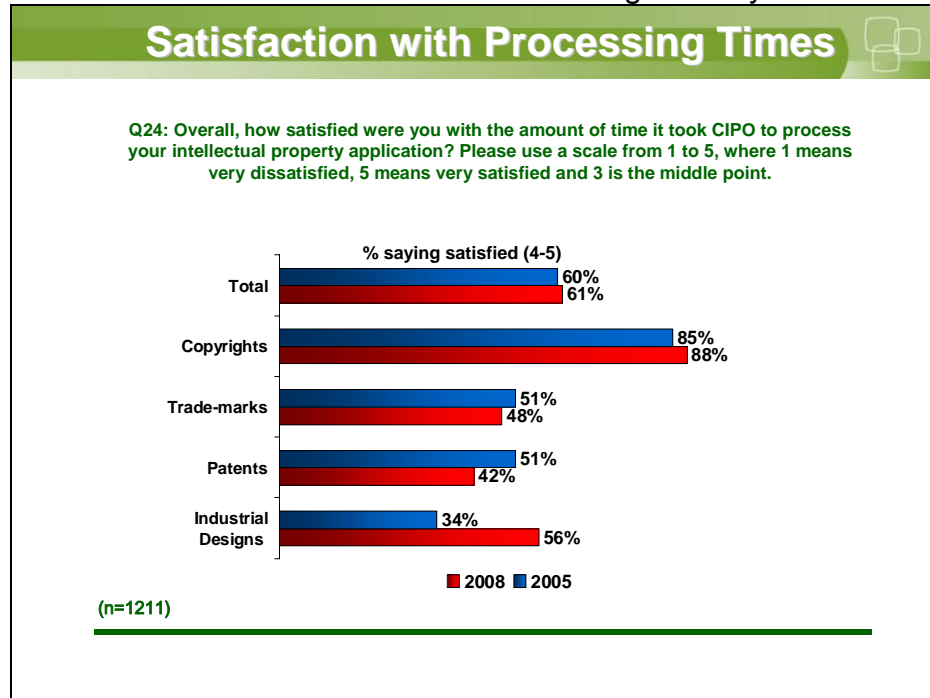
Satisfaction with IP application processing times is more or less as it was in 2005, with approximately two thirds (60%) of applicants saying they are satisfied. However, satisfaction among agents has declined significantly since 2005 (Chart 4). Large negative gaps among agents respecting all aspects of TAT's; namely, time to first action, time to final decision, and time to respond to enquiries and requests are having a negative impact on overall satisfaction. Correlation analysis indicates that there is a significant relationship between TAT elements for agents and overall satisfaction with TATs.

Chart 4: Overall Satisfaction with Processing Time by Client Type



Large negative gaps respecting elements of TATs are also affecting overall satisfaction with TATs for patents and trade-marks. In fact, satisfaction among patent and trade-mark applicants has now dipped below 50% (Chart 5).

Chart 5: Overall Satisfaction with Processing Time by Product Line

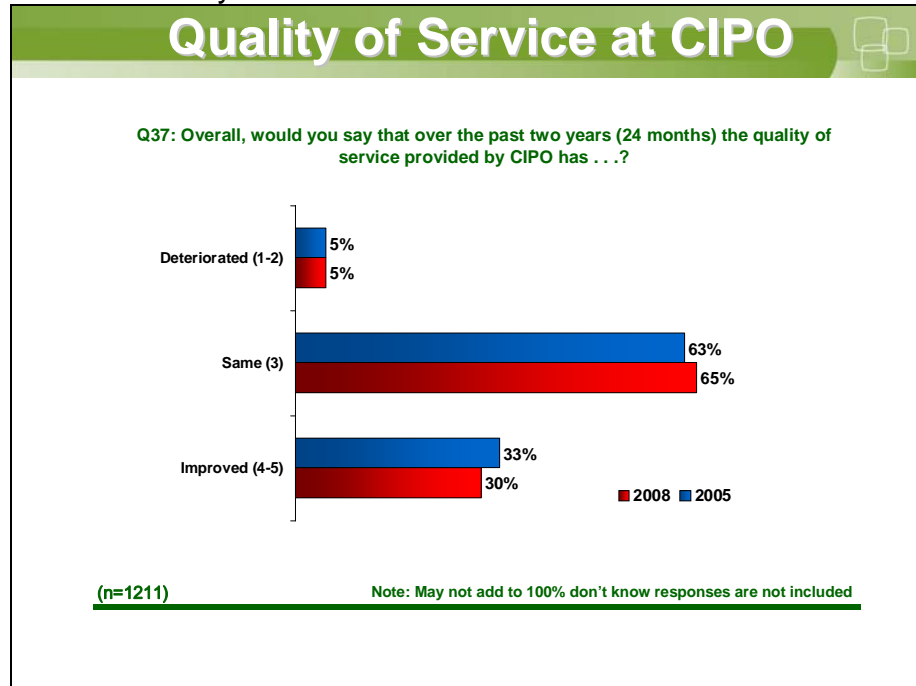


Satisfaction among industrial design filers has increased from 34% in 2005 to 56%.

7. Service Delivery

Service delivery at CIPO remains a positive. Almost all (95%) of direct clients indicate that CIPO's service has improved (30%) or stayed the same (65%) in the past 24 months (Chart 6). Few felt that service had deteriorated. This result is consistent across applicant types and product lines.

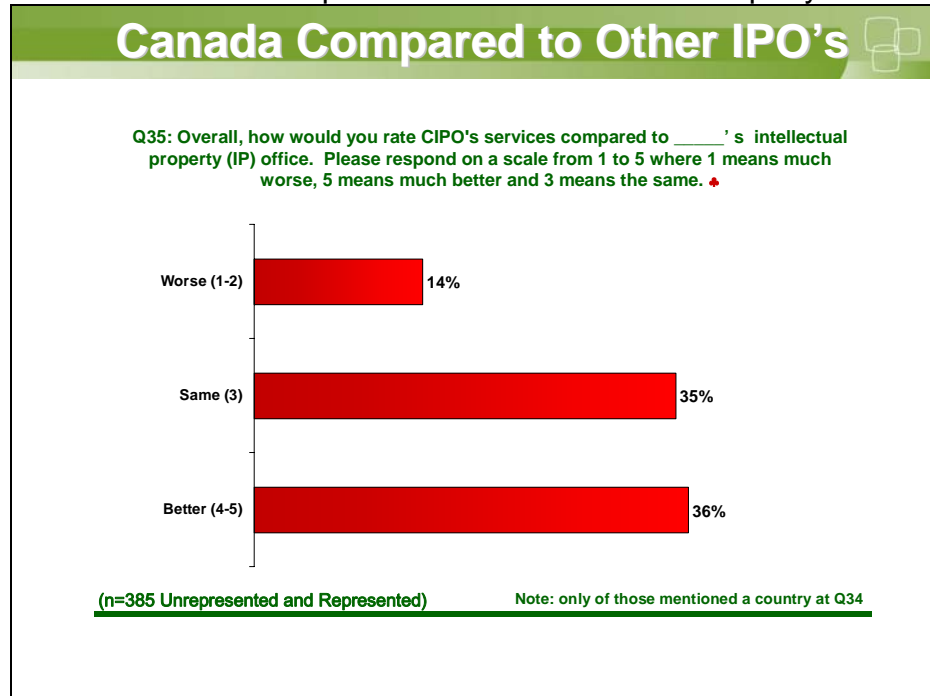
Chart 6: Quality of Service at CIPO



CIPO also receives high marks when compared to other intellectual property offices (IPOs). In fact, 71% of respondents felt that the services offered by CIPO were better (36%) or the same (35%) as those of other IPOs they have used (Chart 7).

Clients were also asked to rate their satisfaction with the services of other IPOs they have used. Interestingly, only 42% of clients were satisfied with the services provided by other IPOs. Clients who had used IP services in the United States were most likely to be satisfied.

Chart 7: Canada Compared to Other Intellectual Property Offices



CIPO's services also fared well when compared to services offered by other government departments and agencies (OGD's). Most clients (71%) felt that CIPO's services were the same (35%) or better (36%) than services offered by other government departments or agencies whose services they had used.

7.1. CIPO Staff

Clients are also generally satisfied (71%) with CIPO staff, although agents (81%) are significantly more likely to be satisfied than unrepresented applicants (69%). Across product lines satisfaction with CIPO staff is highest among applicants for trade-marks (74%) followed by patents (72%), industrial designs (72%) and copyrights (68%) (Chart 8).

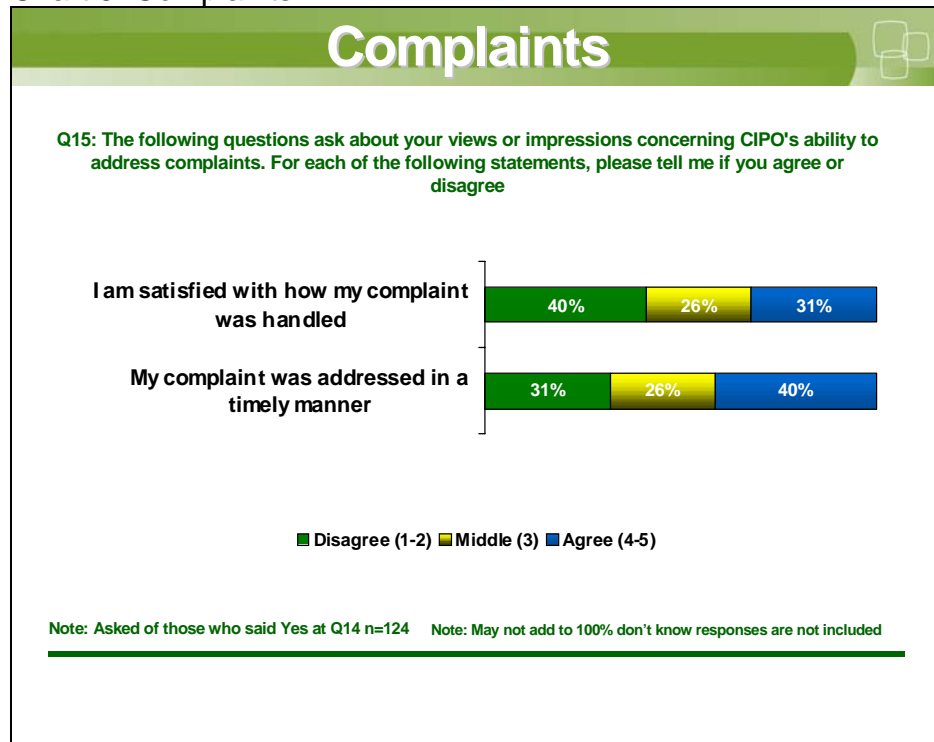
Chart 8: Overall Satisfaction with CIPO Staff



8. Complaints

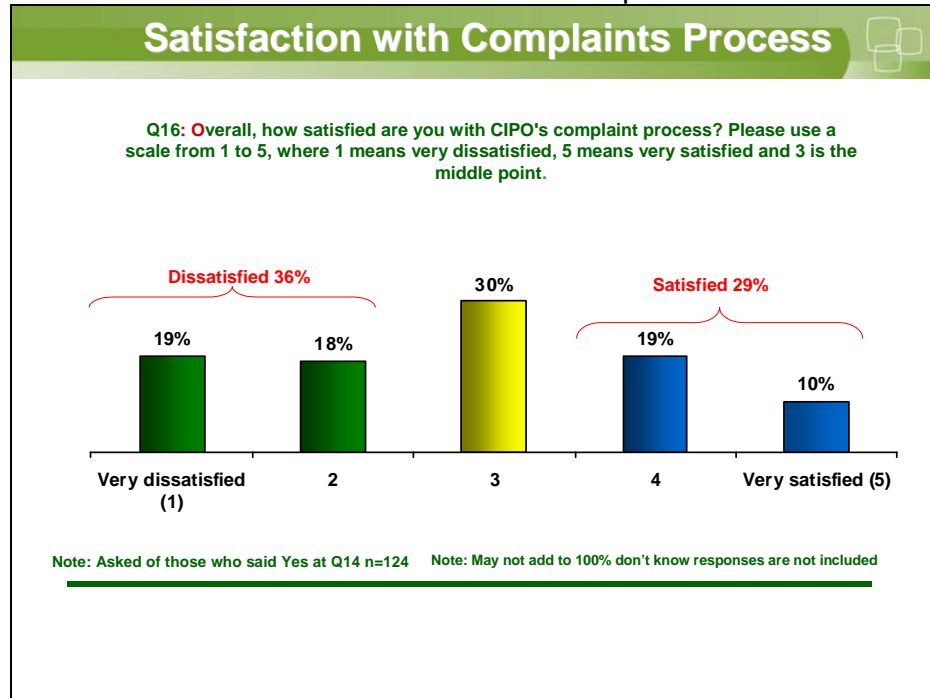
Generally, direct clients (agents and unrepresented applicants) are not pleased with the complaints process. Of those who had previously complained only 30% expressed satisfaction with how their complaint had been handled. Similarly, only 40% felt that their complaint had been handled in a timely manner (Chart 9). These sentiments are reflected in the fact that only 29% of clients are satisfied with the overall complaints process (Chart 10).

Chart 9: Complaints



Low satisfaction scores on how complaints are handled (in fact more respondents disagreed on this question than agreed) and low scores on addressing complaints in a timely manner suggests that complaints handling and timeliness are potential service improvement priorities.

Chart 10: Overall Satisfaction with the Complaints Process



Due to the fact that few respondents to the survey had actually complained (124 applicants), the margin of error on these questions was too large to perform product-line specific analysis.

9. Payment Process and Value for Money

9.1. Gaps Analysis

Clients were also asked to indicate their agreement with statements pertaining to the payment process for CIPO's services, and to rate the importance of each statement.

Table 5: Gaps in Payment Process

Client Orientation Elements	Agree (4-5)	Imp (4-5)	Gap	Product Line	Applicant Type
Payment processes are simple	85%	92%	-7	Patent -9	Unrepresented -7
				Trade mark -7	
				Industrial Design -15	Agent -7
				Copyright -7	
Payment processes are convenient	85%	93%	-8	Patent -12	Unrepresented -9
				Trade mark -7	
				Industrial Design -5	Agent -6
				Copyright -7	
Questions regarding my payment status are answered in a timely manner	76%	92%	-16	Patent -19	Unrepresented -15
				Trade mark -20	
				Industrial Design -4	Agent -17
				Copyright -9	
Financial statements are useful	69%	73%	-4	Patent -5	Unrepresented -3
				Trade mark -4	
				Industrial Design -12	Agent -4
				Copyright -4	
Refunds are applied in a timely manner	58%	89%	-31	Patent -34	Unrepresented -30
				Trade mark -35	
				Industrial Design -19	Agent -30
				Copyright -23	

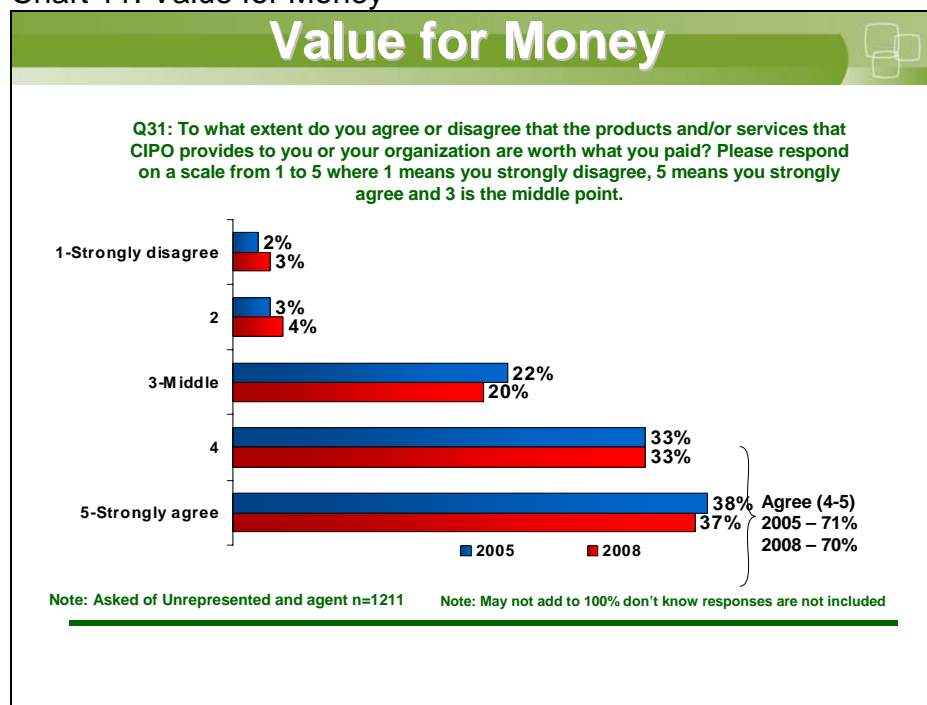
High-level service improvement priorities for clients are highlighted in Table 5. Overall, the payment process receives high marks, with the exception of turnaround times for refunds, where the overall gap exceeds –30. Gaps were

highest among patent and trade-mark clients. Interestingly, both unrepresented applicants and agents showed the same negative gap (-30).

9.2. Value for Money

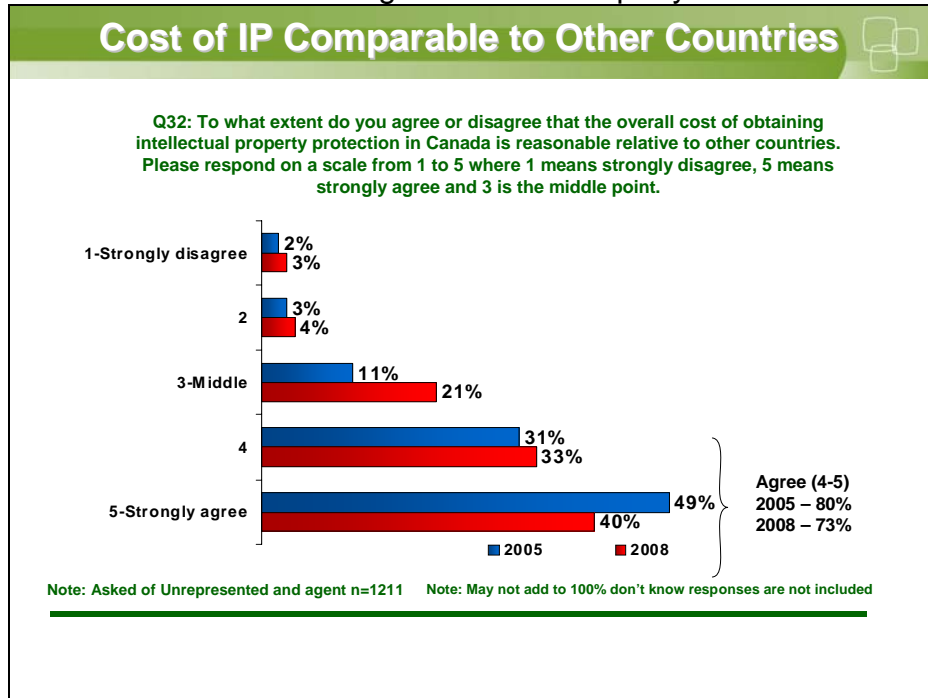
In general, clients feel that the products and services that CIPO provides are worth what they cost (70%). This is similar to the 2005 findings (Chart 11). Agents (78%) are somewhat more likely to agree that CIPO provides value for money than unrepresented applicants (67%). Across CIPO product lines, copyright applicants (73%) are most likely to agree, followed by trade-mark applicants (68%), patent applicants (66%) and industrial design (65%) applicants.

Chart 11: Value for Money



In addition to feeling that CIPO's products and services are worth what they cost, nearly three-quarters (73%) of respondents agreed that the cost of obtaining IP protection in Canada is reasonable relative to that in other countries (Chart 12).

Chart 12: Cost of Obtaining Intellectual Property Protection

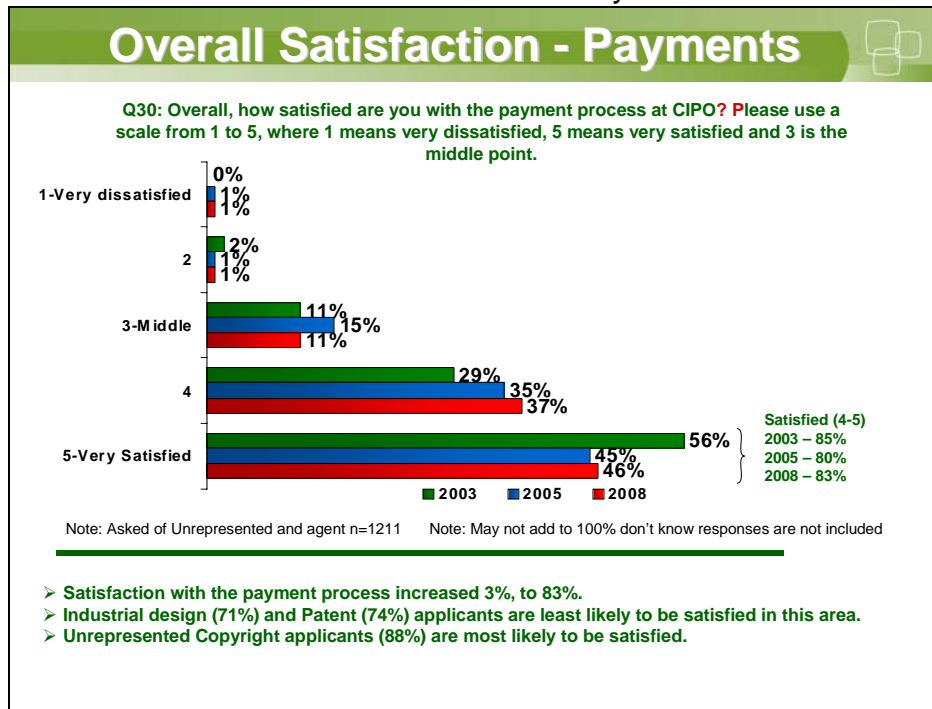


It is interesting to note that while a large majority agrees that the cost of IP protection in Canada is reasonable, unrepresented applicants (67%) are significantly less likely to agree than agents (90%). It is also interesting to note that the number of agents saying that the cost is reasonable has increased slightly (up 3% to 90% in 2008), in spite of increases in CIPO's fees since the last survey. This is also true for unrepresented applicants, although the increase is minimal (up 1% to 67% in 2008).

9.3. Overall Satisfaction with the Payment Process

Satisfaction with the payment process remains high, although there was a slight decline since 2005 (Chart 13). There is little variation between applicant types. However, some variation was evident across product lines. Copyright applicants (88%) are most likely to be satisfied with the payment process, followed by trademark (85%), patent (74%) and industrial design (71%) applicants.

Chart 13: Overall Satisfaction with the Payment Process



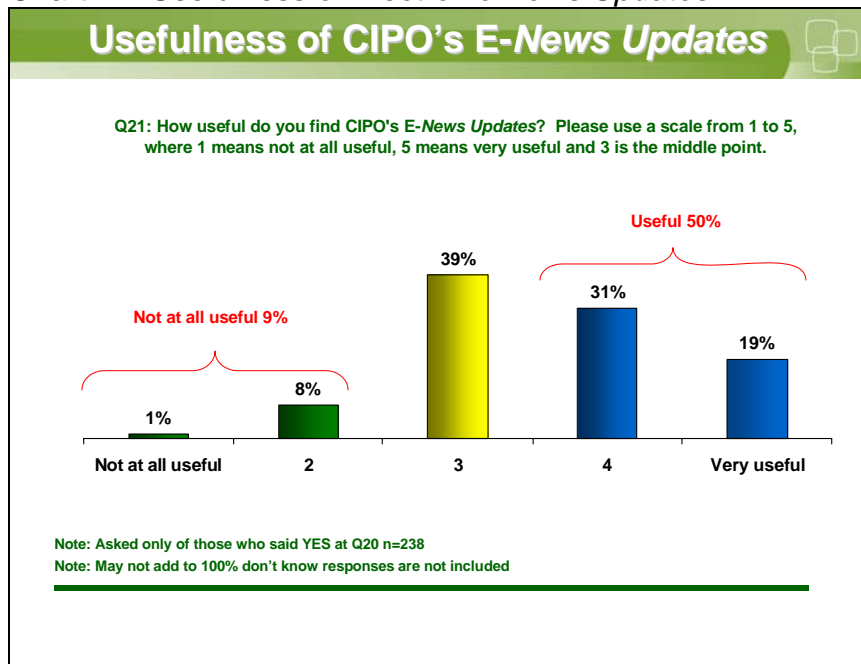
10. Other Services Offered by CIPO

The survey included certain questions respecting existing services or possible new services that CIPO could offer. The first (already offered by CIPO) concerned CIPO's electronic *News Updates*. The second concerned a potential new service offering (electronic funds transfer). These services were assessed by all client groups (agents, unrepresented and represented).

10.1. Electronic *News Updates*

CIPO's electronic news update is a periodic electronic mail out to clients providing news of potential interest. Only a few clients (17%) indicated that they had read CIPO's electronic *News Updates* (*E-News Updates*). Agents (50%) were far more likely to read the *E-News Updates* than unrepresented (11%) or represented (10%) applicants. Half of clients (50%) who read the *E-News Updates* find it useful (Chart 14). Not surprisingly, agents (60%) find it the most useful.

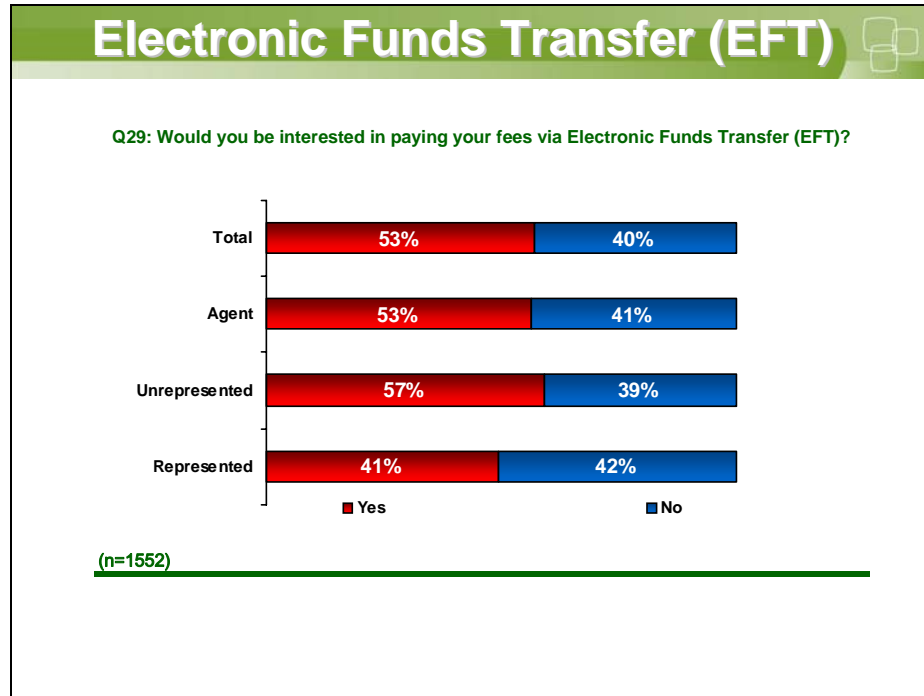
Chart 14: Usefulness of Electronic *News Updates*



10.2. Electronic Funds Transfer (EFT)

A slight majority (53%) of clients would be interested in paying their fees via Electronic Funds Transfer (EFT). Interestingly, unrepresented applicants (57%) said they would be more interested in EFT than agents (53%). This was somewhat surprising as agents conduct business with CIPO on an ongoing basis. The corresponding figure for represented applicants was 41%.

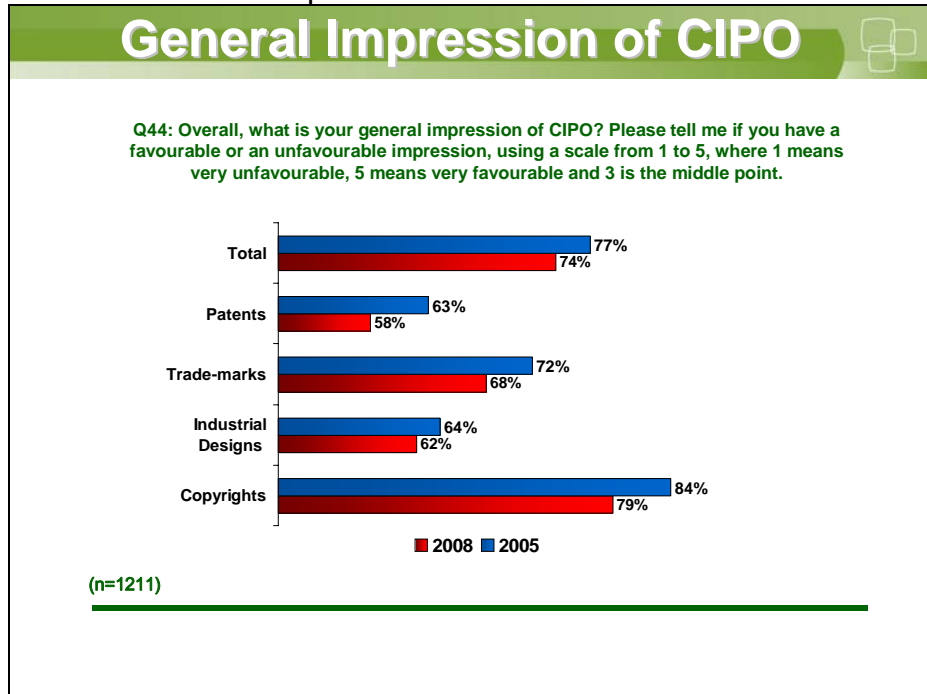
Chart 15: Electronic Funds Transfer



11. Impressions of CIPO

Overall, respondents hold a favourable impression of CIPO (74%), although this is a slight decline from 2005 (77%). The percentage of applicants saying they have a favourable impression of CIPO declined across all product lines (Chart 16), with the largest declines seen in patents (-5%) and copyrights (-5%). Overall copyright applicants still showed the highest favourable impression of CIPO (79%).

Chart 16: General Impression of CIPO

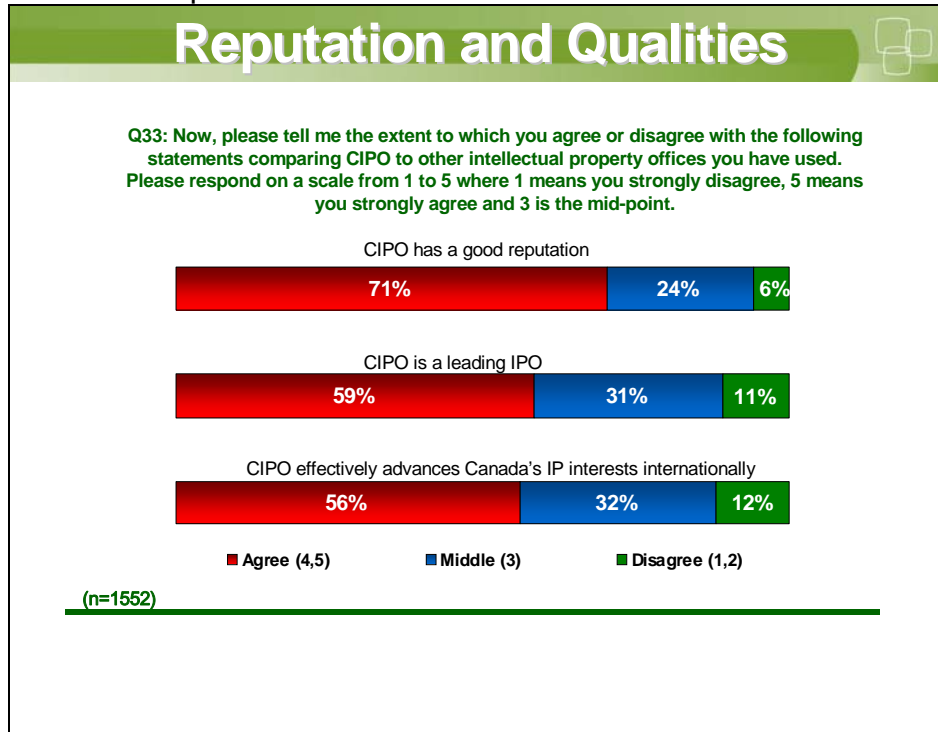


The percentage of agents who said they had a favourable impression of CIPO showed the largest decline (down 7 percentage points from 2005 to 71% in 2008).

12. CIPO as a leading IPO

CIPO asked a new set of questions this year pertaining to its goal of being a “leading IPO”. While percentages vary, findings indicate that the majority of clients (represented applicants included), believe that CIPO has a good reputation (71%), is a leading IPO (59%) and effectively advances Canada’s IP interests (56%) (Chart 17).

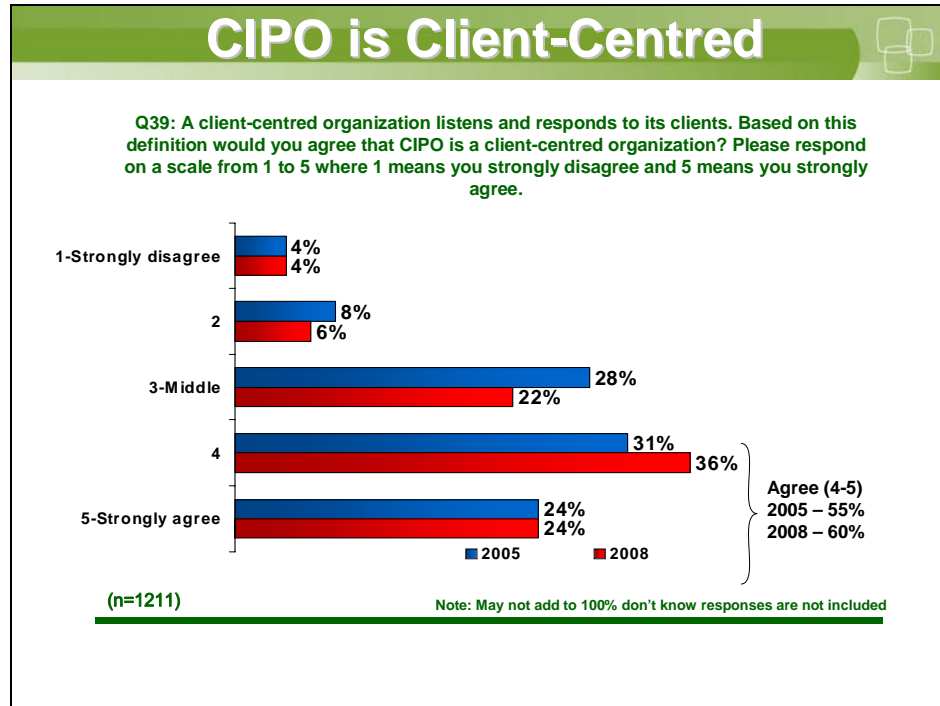
Chart 17: Reputation and Qualities of CIPO



Moreover, the proportion of direct clients who agreed that CIPO is a client-centred organization has increased 5% from 2005 to 60% in 2008 (Chart 18). This suggests that clients are noticing product and service improvements.

Among the product lines, copyright applicants (68%) are most likely to agree that CIPO is client-centred, followed by industrial design (63%), trade-mark (57%) and patent (53%) applicants.

Chart 18: CIPO is Client-Centred



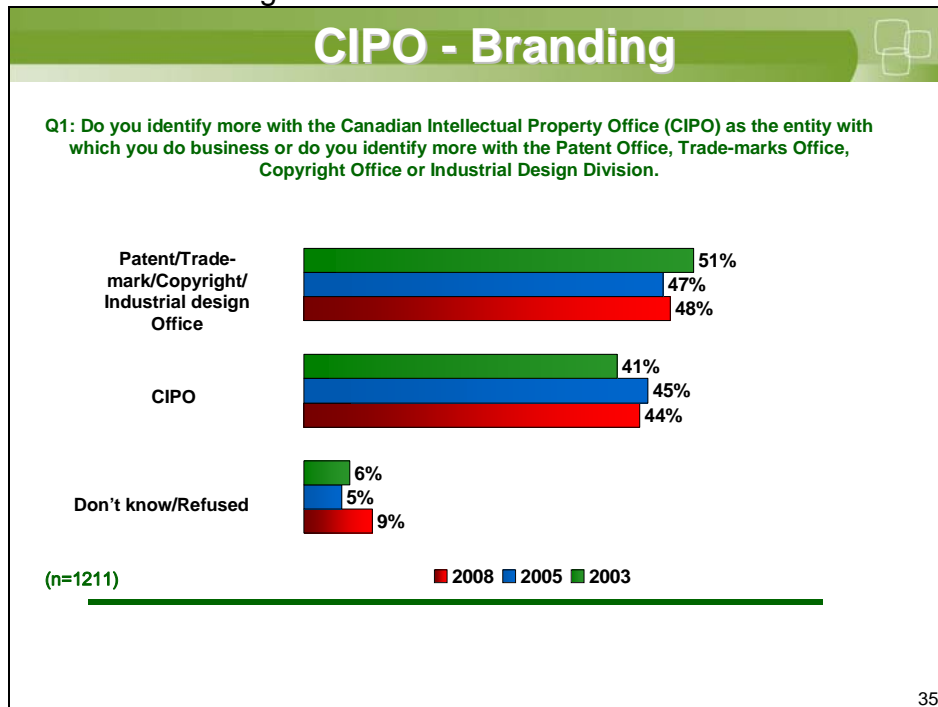
13. The CIPO Brand

Survey respondents were asked if they identified more with CIPO as the entity with which they did business or if they identified more with one of its constituent product lines (that is, Patent Office, Trade-marks Office, Copyright Office or the Industrial Design Division).

Results are similar to 2005: clients are slightly more inclined to identify with the product line office (48%) than with CIPO (44%). This suggests that CIPO “branding” efforts in recent years have not been entirely effective. Not surprisingly, agents (53%) are more likely to identify with a product line than unrepresented applicants (46%). Both agents (44%) and unrepresented applicants (44%) are equally likely to identify with CIPO.

While patent applicants (54%) are most likely to identify with the Patent Office, trade-mark applicants (44%) are least likely to identify with the Trade-mark Office. In fact trade-mark filers are more likely to identify with the CIPO brand (48%).

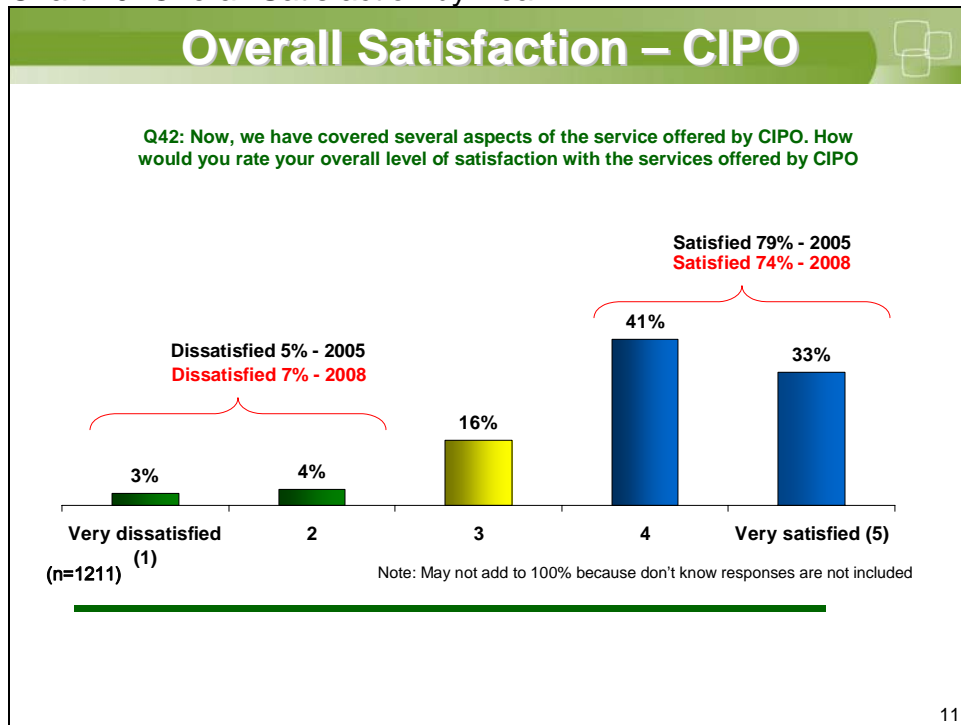
Chart 19: Branding



14. Overall Satisfaction

A solid majority (74%) of CIPO's clients remain satisfied with the products and services offered by CIPO, although this is a 5% decline since 2005. This overall decline in satisfaction can be partly explained by a slight (3%) decline in overall satisfaction with CIPO's communications and access to CIPO services (-1%). Large (and in some cases growing) negative satisfaction gaps have also affected overall satisfaction. This has been validated by correlation analysis.

Chart 20: Overall Satisfaction by Year



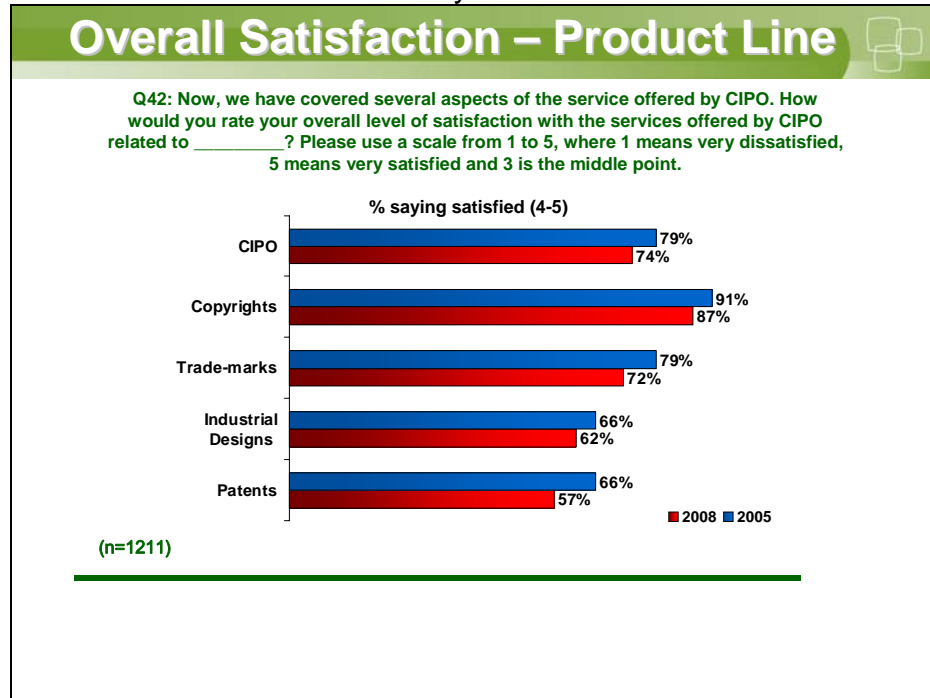
Correlation analysis undertaken in 2005 indicated that satisfaction with communications (and to a lesser extent access and turnaround times) was highly correlated with overall satisfaction levels. This means that as satisfaction with communications increases, so does overall satisfaction with CIPO. Analysis performed for this survey indicates that this is still true. In fact, communications is the most highly correlated element of the main three drivers (communications, access, and turnaround times) with overall satisfaction.

Further, correlation³ among the variables identified in gap analysis indicates that all elements from the main three sections (communications, access and turnaround times) are significantly correlated with overall satisfaction. In other

³ Please note that correlation does not indicate cause and effect, it simply identifies relationships between variables.

words, addressing significant negative gaps within each of the three main drivers will translate into increases in overall satisfaction. For this reason, addressing gaps under the “big three” should be given priority consideration for service improvement.

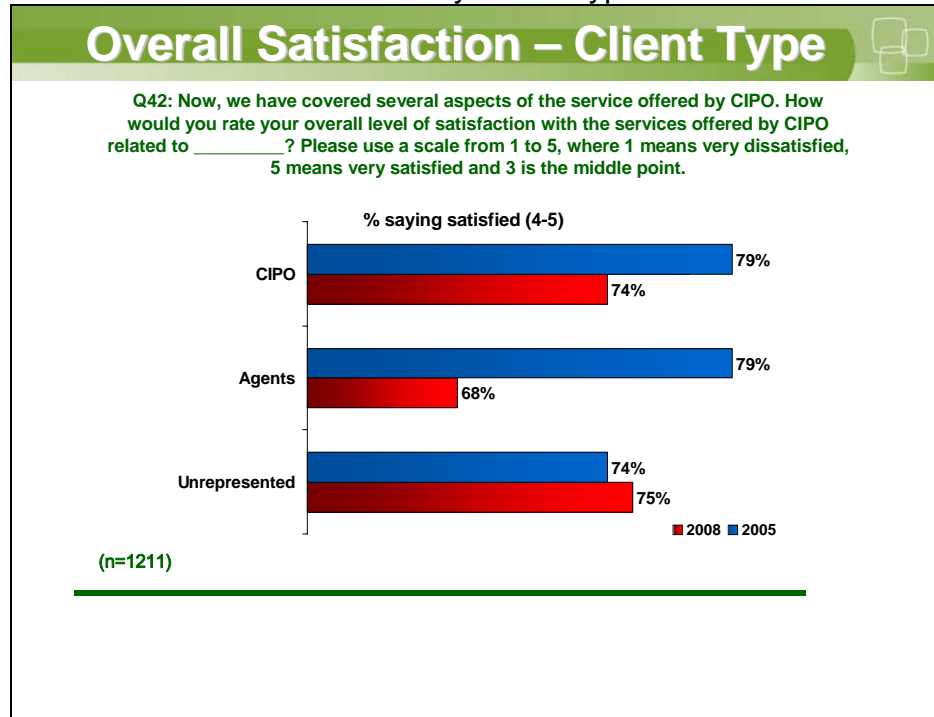
Chart 21: Overall Satisfaction by Product Line



Overall satisfaction is highest among copyright (87%) applicants, although this is perhaps not surprising as copyrights are primarily an online registration service. Trade-mark (72%) applicants were next in line, followed by patents (66%) and industrial design (66%) applicants. Satisfaction levels dropped across all product lines. The largest declines were in patents (-9%) and trade-marks (-7%).

Although a majority of agents (68%) remained satisfied with CIPO’s products and services, satisfaction among agents declined considerably since 2005, falling from 79% to 68% today. Unrepresented applicants (74%) also continue to be satisfied; their satisfaction level has increased slightly (1%) since 2005

Chart 22: Overall Satisfaction by Client Type



15. Product line results

As in previous years, CIPO's National Client Satisfaction Survey included sections for three of CIPO's product lines: patents, trade-marks, and industrial designs. Copyright-specific questions were removed from this survey as copyright is essentially an online registration service. Copyright questions will therefore be included in a separate online web survey to be conducted later in 2008.

15.1. Patents

15.1.1. National searches

Patent applicants (agents and unrepresented applicants only) were asked to indicate their agreement with statements pertaining to national searches, and to rate the importance of each statement.

Table 6: National Searches

Client Orientation Elements	Total			Unrepresented			Agent		
	Agree	Imp	Gap	Agree	Imp	Gap	Agree	Imp	Gap
Searches are accurate	48%	87%	-39	47%	84%	-37	52%	93%	-41
Searches are relevant	61%	84%	-23	60%	82%	-22	63%	90%	-27
Searches are thorough	46%	88%	-42	46%	85%	-39	45%	93%	-48
Searches are consistent	46%	82%	-36	46%	82%	-36	45%	85%	-40
Satisfaction with national searches	52%			53%			48%		

High-level service improvement priorities for clients are highlighted in Table 6. Large negative gaps indicate that the accuracy, relevance, thoroughness and consistency of searches are of concern to clients and represent possible areas for service improvement. Such gaps are reflected in the modest overall satisfaction level with searches: 53% for unrepresented applicants and 48% for agents. It is also worth noting that gaps for agents are consistently larger than corresponding gaps for unrepresented patent filers.

15.1.2. National examinations

Patent applicants (agents and unrepresented applicants only) were also asked to indicate their agreement with statements pertaining to national examinations, and to rate the importance of each statement.

Table 7: National Examinations

Client Orientation Elements	Total			Unrepresented			Agent		
	Agree	Imp	Gap	Agree	Imp	Gap	Agree	Imp	Gap
Examiner's first report is comprehensive	42%	83%	-41	38%	79%	-41	49%	93%	-44
Examiners' subsequent actions are received in a timely manner	39%	82%	-43	39%	81%	-42	39%	86%	-47
Objections raised in examination are accurate	31%	85%	-54	34%	82%	-48	27%	93%	-66
Written reports are clear	47%	88%	-41	40%	84%	-44	61%	96%	-35
All other patent correspondence is easy to understand	59%	88%	-29	51%	86%	-35	73%	93%	-20
The Act and Rules are correctly applied	46%	86%	-40	44%	82%	-38	49%	96%	-47
Examinations are thorough	43%	85%	-42	41%	80%	-39	48%	94%	-46
Examinations are consistent	37%	83%	-46	38%	79%	-41	34%	90%	-56
Examination staff is competent	54%	87%	-33	42%	83%	-41	52%	94%	-42
Satisfaction with national examinations	42%			40%			45%		

High-level service improvement priorities for clients are highlighted in Table 7. Again, all gaps exceeded –20, and seven of nine exceeded –40. Gaps were largest concerning several aspects of the examination process: the comprehensiveness of the examiner's first report (-41), the timeliness of subsequent actions (-43), the accuracy of objections raised in examination (-54), the clarity of written reports (-41), the application of the Act and Rules (-40), and the thoroughness (-42) and consistency (-46) of examinations.

Agent gaps were particularly large respecting the accuracy of objections raised in examination (-66) and the consistency of examination (-56). In fact, these were the largest two negative gaps in the entire survey.

Large negative agreement gaps for patent filers are reflected in relatively low satisfaction levels: 40% for unrepresented applicants and 45% for agents.

15.1.3. International searches

Patent agents were asked to indicate their agreement with statements pertaining to international searches, and to rate the importance of each statement.

Table 8: International Searches

Client Orientation Elements	Agent		
	Agree	Imp	Gap
International searches and written opinions are useful in deciding whether to prosecute applications at national phase	68%	89%	-21
International search reports are thorough	52%	96%	-44
In the written opinion, novelty and obviousness are correctly applied	68%	91%	-23
Examiners are accessible during PCT Chap. II examination	57%	71%	-14
In the written opinion, non prior art analysis is correctly applied	50%	79%	-29
CIPO provides the necessary information on international prosecution procedures	68%	75%	-7
International searches are accurate	55%	100%	-45
International searches are relevant	64%	96%	-32
International searches are consistent	45%	84%	-39
Examinations are thorough	57%	100%	-43
Examinations are consistent	41%	86%	-45
Satisfaction with quality of international searches	61%		
Satisfaction with quality of written opinions	54%		

High-level service improvement priorities for patent agents are highlighted in Table 8. Nine of eleven gaps exceeded –20. Gaps were largest concerning the thoroughness of international search reports (-44), the accuracy of international searches (-45) and the thoroughness (-43) and consistency (-45) of examinations.

In spite of the above gaps, almost two-thirds (61%) of agents said they were satisfied with the quality of international searches and a majority (54%) said it was satisfied with the quality of written opinions.

15.2. US represented patent applicants

CIPO surveyed a new segment of its client base in 2008 — US represented patent filers. This segment was added to provide the Patent Branch with client

feedback from foreign patent applicants, as most patent applications come from outside Canada. Results show that there are some differences between US represented filers and their Canadian counterparts (Table 9).

Table 9: American Represented Patent Filers Summary

Client Orientation Elements	Canadian	US
Communications		
I was informed of everything I had to do in order to obtain intellectual property protection.	-11 Gap	-10 Gap
Prefer to receive communications from CIPO via email.	55%	66%
Satisfaction with CIPO's performance in consulting on potential changes. (Satisfied 4, 5)	23%	20%
Value for Money		
CIPO's products are worth what you paid (Agree 4, 5)	44%	46%
The cost of obtaining intellectual property protection in Canada is reasonable relative to other countries (Agree 4, 5)	47%	65%
CIPO Qualities – Leading IPO		
CIPO has a good reputation (Agree 4, 5)	62%	74%
CIPO is a leading IPO (Agree 4, 5)	53%	53%
CIPO effectively advances Canada's IP interests internationally (Agree 4, 5)	46%	61%
Canada vs. Other IPOs		
CIPO compared to other IPOs (Better 4,5)	31%	37%
How satisfied are you with other IPOs you have used	34%	32%
Satisfaction and Impression		
Overall, what is your general impression of CIPO (Favourable 4, 5)	50%	62%
Satisfaction with CIPO's products and services (Satisfied 4,5)	46%	53%

The results show that the US patent filers are more likely to prefer being contacted by mail than their Canadian counterparts. Similarly, relative to Canadians, US represented applicants were much more likely (65% vs. 47%) to agree that the cost of intellectual property protection in Canada is reasonable and that CIPO has a good reputation (74% vs. 62%). Interestingly, the same percentage of US and Canadian respondents (53%) rated CIPO as a leading IPO.

US applicants were also more likely to view CIPO favourably (62% vs. 50%) and to be satisfied with CIPO's products and services overall (53% vs. 46%).

Interestingly, Canadian applicants (34%) were slightly more satisfied with the service received from other IPOs they have used than US applicants (32%).

15.3. Trade-marks

15.3.1. Filing for a trade-mark

Trade-mark applicants (agent and unrepresented applicants only) were asked to indicate their agreement with statements pertaining to filing for a trade-mark, and to rate the importance of each statement.

Table 10: Filing

Client Orientation Elements	Total			Unrepresented			Agent		
	Agree	Imp	Gap	Agree	Imp	Gap	Agree	Imp	Gap
I received examiner's reports in a timely manner	49%	94%	-45	53%	93%	-40	40%	95%	-55
Changes in Act, Regulations, and office practice are communicated clearly	40%	86%	-46	36%	83%	-47	50%	94%	-44
Examiners are knowledgeable and understand the <i>Trade-marks Act</i> , its regulations, jurisprudence and practices.	67%	95%	-28	67%	94%	-27	66%	99%	-33
All objections of a substantive nature are reported in the first examiner's report	54%	91%	-37	54%	89%	-35	52%	96%	-44
Questions I have concerning examiner's office actions are answered in a timely manner	57%	92%	-35	56%	91%	-35	61%	94%	-33
Examiners are professional when responding to my enquiries	78%	94%	-16	73%	94%	-21	90%	95%	-5
I am satisfied with the consistency of decisions in examination	54%	89%	-35	58%	89%	-31	45%	89%	-37
Examiners' reports are clear and easy to understand	56%	95%	-39	53%	95%	-42	65%	96%	-31
Satisfaction with examiners written reports	67%			66%			72%		

High-level service improvement priorities for trade-mark applicants are highlighted in Table 10.

Seven of eight gaps are significant, exceeding –20. Negative gaps were largest concerning the timeliness of examiners' reports (-45) and the communication of changes in the Act and Regulations (-46). Other large gaps included: clarity of examiners' reports (-39), the comprehensiveness of objections (-37), the timeliness of replies to questions (-35), the consistency of decisions (-35), and examiners' knowledge (-28). The lowest gap concerned the length of time examiners take to answer enquiries. Agent gaps are significantly larger concerning the timeliness of examiners' reports (-55) and the comprehensiveness of objections (-44).

In spite of such gaps, almost three quarters (72%) of agents and two thirds (66%) of unrepresented applicants said they were satisfied with examiners written reports.

15.3.2. Trade-marks opposition

Trade-mark applicants (agent and unrepresented applicants only) who had been involved in opposition proceedings were asked to indicate their agreement with statements pertaining to the opposition process, and to rate the importance of each statement.

Table 11: Trade-Marks Opposition Process

Client Orientation Elements	Total			Unrepresented			Agent		
	Agree	Imp	Gap	Agree	Imp	Gap	Agree	Imp	Gap
I am willing to do business electronically with the Trade-marks Opposition Board (TMOB)	84%	71%	+13	79%	77%	+2	86%	69%	+17
TMOB decisions are well reasoned	69%	98%	-29	51%	95%	-44	75%	98%	-23
TMOB decisions apply jurisprudence correctly	67%	97%	-30	49%	95%	-46	74%	97%	-23
Satisfaction with amount of time to complete opposition process	42%			56%			37%		
Satisfaction with the overall opposition process	44%			44%			44%		

High-level service improvement priorities for opposition clients are highlighted in Table 11. Two of three gaps exceeded –20: the reasons behind the TMOB decisions (-29) and the correct application of jurisprudence (-30). One gap was positive (+13) and concerned the willingness of clients to do business electronically with the TMOB.

Satisfaction with the amount of time to complete the opposition process stood at (42%), with unrepresented applicants (56%) registering a significantly higher score than agents (37%). Overall satisfaction with the opposition process stood at 44%.

15.4. Industrial designs

15.4.1. Industrial designs registration

Industrial design applicants (agent and unrepresented applicants only) were asked to indicate their agreement with statements pertaining to the registration process, and to rate the importance of each statement.

Table 12: Industrial design registration process

Client Orientation Elements	Total (Unrepresented and Agent)		
	Agree	Imp	Gap
Transfers of ownership are recorded in a timely manner	25%	54%	-29
Transfers of ownership are recorded accurately	33%	63%	-30
Changes to Office (CIPO) practices are communicated clearly	46%	77%	-31
Examiners are able to address my questions (concerning objections)	60%	96%	-36
Examiners' objections are consistent with the Act and Regulations	56%	83%	-27
All objections of a substantive nature are reported in the first examiner's report	65%	90%	-25
A period of six weeks for the issuance of a second or third examination action is reasonable	60%	52%	+8
Maintenance confirmation letters are received within a reasonable amount of time	50%	85%	-35
Examiner's reports communicate objections clearly	65%	96%	-31
Questions I have concerning examiner's reports are answered in a timely manner	65%	92%	-27
Registration certificates are accurate	71%	94%	-23
A service standard of four weeks for the issuance of a filing certificate is reasonable	75%	63%	+12
Satisfaction with quality of written opinions	62%		

High-level service improvement priorities for clients are highlighted in Table 12. Ten of twelve gaps exceeded –20. Largest gaps concerned examiners' ability to answer questions (-36), the timeliness of maintenance confirmation letters (-35), the clarity of examiners' reports (-31), the communication of changes to Office practices (-31) and transfers of ownership (-30).

Nonetheless, almost two thirds (62%) of industrial design applicants said they were satisfied with the quality of written opinions.

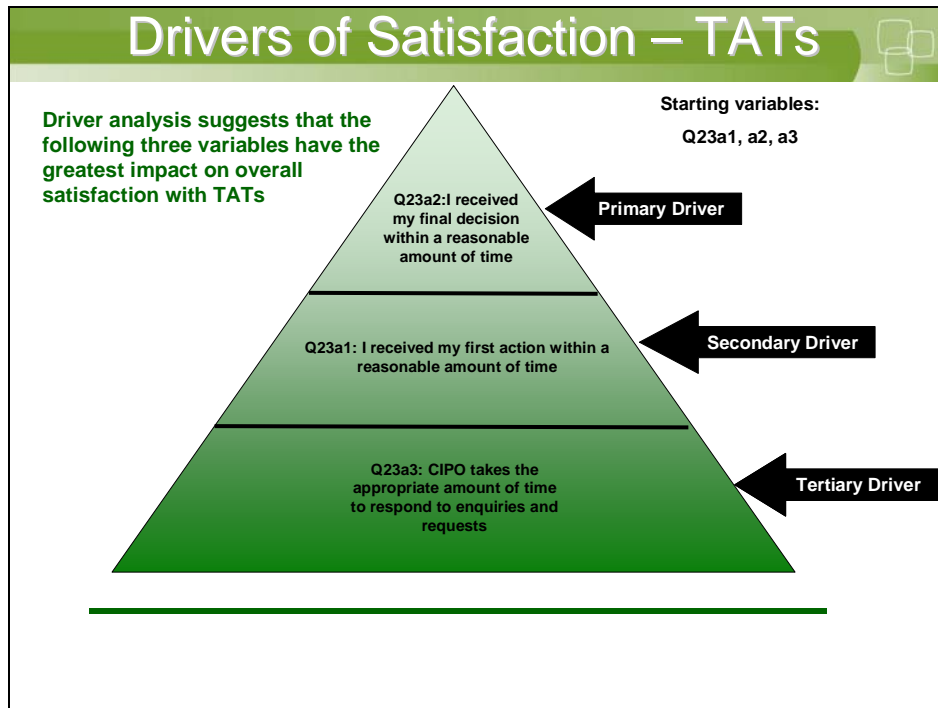
16. Regression analysis

Regression analysis was used to provide further insight into how service elements affect satisfaction. For each main section (communications, accessibility, and turnaround times [TATs]) the individual elements were regressed against overall satisfaction scores to determine the best overall predictors of satisfaction in each particular section. In addition, regression analysis was used to determine the best predictors of overall client satisfaction. Analysis showed that almost two thirds of overall satisfaction could be explained by three main drivers: satisfaction with communications, satisfaction with accessibility, and satisfaction with TATs. These are the same primary drivers of overall satisfaction that were identified in 2005.

16.1. Turnaround Times

Analysis suggests that overall satisfaction with the amount of time it took CIPO to process IP applications is influenced by all three TAT questions asked in this survey, as outlined in Chart 23.

Chart 23: Drivers of Satisfaction with TAT's



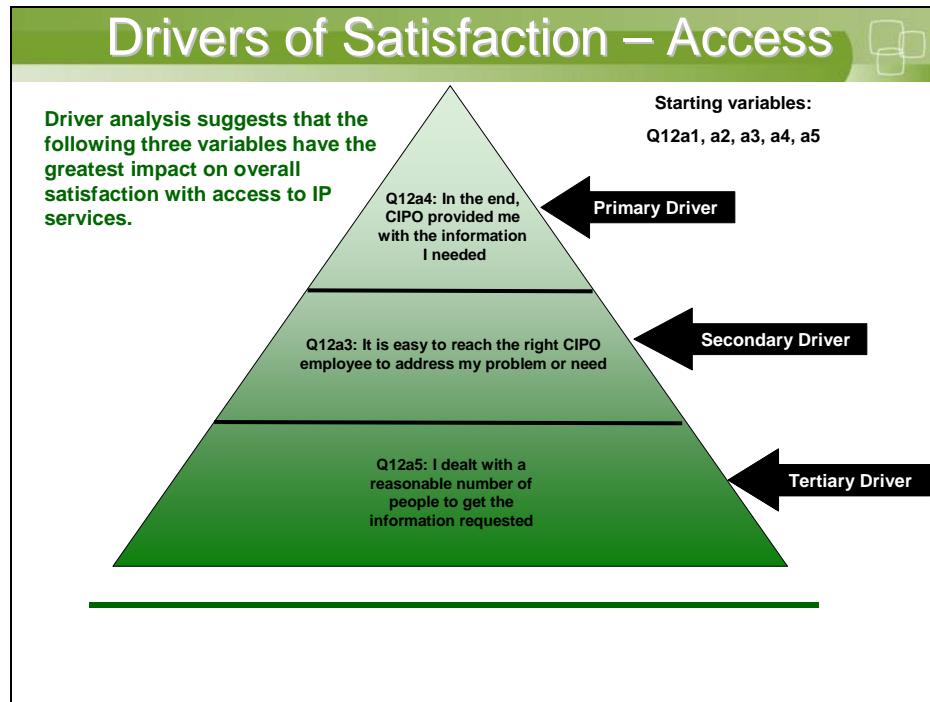
The best indicator of overall satisfaction with TATs was the amount of time it took to receive a final decision, followed by time to first action and time to respond to enquiries and requests. Not surprisingly, this was also the element with the

highest gap identified by gap analysis. Reducing the length of time to receive a final decision will therefore have the greatest impact on improving overall satisfaction with TATs, although reducing the time to first action and time to respond to enquiries will also have a positive impact on overall satisfaction.

16.2. Accessibility

Overall satisfaction with the accessibility of IP services at CIPO is in a large part determined by the three elements outlined in Chart 24.

Chart 24: Drivers of Satisfaction with Access



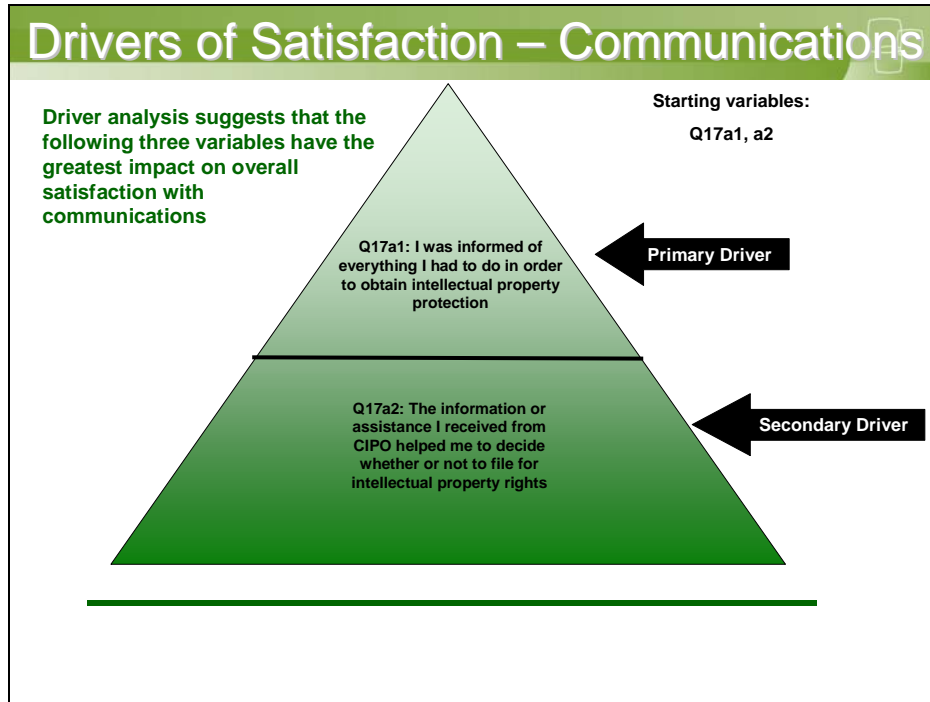
The best indicator of overall satisfaction with access to IP services was providing clients with the information they needed, although this was not the element that showed the largest negative gap during gap analysis. Interestingly, the regression score for making it easy to reach the right CIPO employee was only slightly less than the score of the primary driver. Improving client outcomes and making it easier to reach the right CIPO employee will therefore have a positive impact on overall satisfaction with access to CIPO's services.

Reducing the number of people clients need to deal with in order to get the information they need will provide a tertiary benefit.

16.3. Communications

Overall satisfaction with communications is influenced by both of the elements asked in this survey, outlined in Chart 25.

Chart 25: Drivers of Satisfaction with Communications



The best indicator of overall satisfaction with communications was informing clients of everything they need to do to obtain IP protection. Not surprisingly, this was also the element with the highest gap identified by gap analysis.

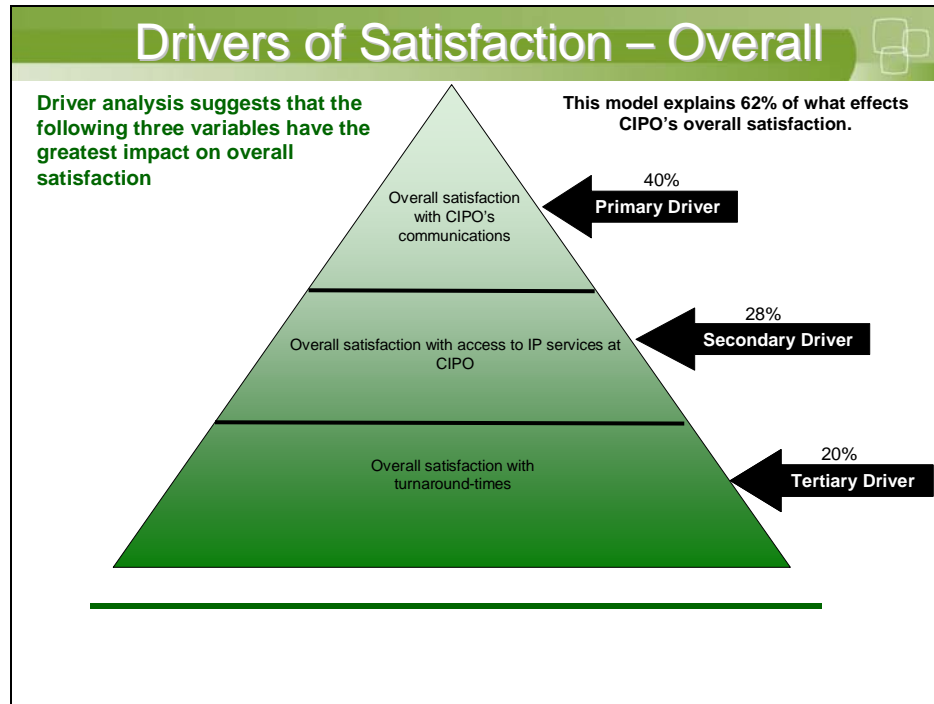
16.4. Overall satisfaction

Overall satisfaction is influenced by many factors. Based on what CIPO learned from the 2005 survey, CIPO continued to look for relationships among variables that would help CIPO to identify key drivers of overall satisfaction. Through several regression models and exhausting variable combinations, CIPO was able to identify three main components that best predict overall satisfaction. The three variables combine to explain 62% of the variance of overall satisfaction (see Chart 26). In other words, almost two thirds of the variance in overall satisfaction among clients could be explained by three main drivers.

The level of satisfaction with CIPO's products and services is not only a product of the experience between CIPO and its clients, but it is also determined by outside factors (that is, service experiences with other organizations). The

regression model presented here is a good fit as it explains 62% of the overall satisfaction score. This means that 38% of what influences overall satisfaction is explained by factors other than the three main drivers identified in this survey.

Chart 26: Drivers of Overall Satisfaction with CIPO



As Chart 26 shows, the greatest factor explaining variance in overall client satisfaction is overall satisfaction with CIPO's communications. This makes intuitive sense, as clients who do not understand information they receive from CIPO, or find it inaccurate or incomplete are unlikely to be satisfied.

Overall satisfaction with access to IP services and overall satisfaction with turnaround times also were more important contributors to overall satisfaction. This suggests that improvements in all three of these areas will have the greatest potential impact on overall satisfaction scores.

17. General observations

On the whole, results of the 2008 survey were very consistent with those obtained in previous surveys. Turnaround times (TATs), accessibility and communications remain high priority service improvement priorities for clients and important overall drivers of satisfaction. Accordingly, continued service improvements in these areas will yield the greatest overall increases in client satisfaction.

From a satisfaction perspective, overall results are somewhat lower in this survey than in 2005 although, in some instances, declines are within the margin of error. Results showed a slight decline in overall satisfaction with communications coupled with a slight improvement in satisfaction with TATs, while satisfaction with access to CIPO services remained unchanged.

The percentage of clients who had a favourable impression of CIPO, although still large, also declined slightly, as did client satisfaction with CIPO staff. Not surprisingly — given fee increases since the last survey — satisfaction with the cost of CIPO's services relative to other countries also declined slightly.

On the positive side, satisfaction with the payment process continued to grow. More significantly, perhaps, the percentage of clients who agreed that CIPO is a client-centred organization also continued to grow, suggesting that clients are recognizing that CIPO is making an effort to listen to them and to improve its products and services based on what it hears.

Improvements were also seen in other areas. While the negative gap pertaining to the question on ease of finding the right person in CIPO remained large, it nonetheless represented a major improvement over 2005, suggesting that CIPO has made important progress in this area. While satisfaction with hours of service also improved, this may reflect the growing range of CIPO information and services that are now available online.

On the issue of the CIPO "Brand," the survey shows a small but continuing decline in the percentage of clients who identify more with CIPO as an organization than its constituent business lines (that is, Patent Office, Trade-mark Office, Copyright Office, Industrial Design Division). This suggests that CIPO's branding efforts in recent years have not been entirely successful.

Among client groups, agents generally show lower satisfaction and agreement scores than other client groups (unrepresented applicants, represented applicants). Some significant declines in satisfaction since 2005 are evident, most notably with TATs.

Across CIPO product lines, satisfaction scores are generally lowest in patents. Some significant improvements were noted in certain areas, most notably for industrial designs.

One important trend the survey confirms is the movement of clients online. Almost two thirds of clients now approach CIPO first through the CIPO website, compared to only about half in 2005. Similarly, those who contacted CIPO first by phone declined by half since 2005. As the great majority of clients now regularly use the web, improvements to online services may leverage larger gains in overall satisfaction than improvements to other service delivery channels (that is, telephone, in person).

The survey also showed that clients prefer, by far, to be contacted by CIPO by email. This growing preference has important implications for how CIPO conducts ongoing business with clients and for how it periodically engages clients to provide input on its products and services.

On the quality issue, the results suggest that clients are not noticing dramatic improvements. Twice as many said the overall quality of products and services was unchanged vs. those who said it had improved. Similarly, the percentage of clients who said that CIPO provided value for money remained about the same. The overall results of the survey suggest, however, that improving the communications of its services, promoting accessibility to its services, and improving the speed of its services will provide the greatest increases in overall client satisfaction. Indeed, from a client perspective, these remain the strongest service improvement priorities. Analysis shows that they are also the strongest predictors of overall satisfaction with CIPO's products and services.

APPENDIX A: Methodological Report from Ekos Research

SC Contract #U8090-073825/001/CY
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Canadian Intellectual Property Office (CIPO) – Methodology Report: 2007 National Client Satisfaction Survey

WINTER 2008

Ce rapport est également disponible en français

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May 29th, 2008

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APPENDIX A: Questionnaire (English/French)

APPENDIX B: Call Dispositions

1. Background Information

The Canadian Intellectual Property Office (CIPO), a special operating agency of Industry Canada, is responsible for administering Canada's system of intellectual property (IP) rights, namely patents, trade-marks, copyrights, industrial designs and integrated circuit topographies. The Commissioner of Patents, Registrar of trade-marks and Chief Executive Officer (CEO) leads CIPO.

CIPO has adopted the following five strategic priorities for its renewed 2007-2012 Strategic Plan:

- To improve products, services and processes in areas of highest priority to clients, while supporting the greater public good;
- To ensure that a large proportion of Canadian creators and innovators understand IP and use it effectively to enhance their innovation capabilities and acquire competitive advantage in the marketplace;
- To improve IP (administrative) policy to benefit Canadians;
- To contribute to the improvement of the worldwide IP system and to benefit Canadians, through influencing International IP administrative policies and practices, and sharing and acquiring best practices business intelligence;
- To be recognized as one of the best employers in the Government of Canada.

CIPO's key functions include:

- Assessing and granting requests for IP rights;
- Disseminating the technical information underlying these creations to allow other inventors to build on existing innovations;
- Encouraging invention, innovation and creativity in Canada;
- Providing expert advice on IP administration to other countries; and
- Promoting Canada's IP interests internationally.

Its primary clients are applicants for IP protection, agents representing those applicants, exploiters of IP systems and the Canadian business community.

The client satisfaction survey is a key driver in CIPO's overall priority to become client-centred. The proposed 2007 survey will allow CIPO to report on key client benchmarks as well as understand their clients' needs. The 2007 study will build on similar surveys conducted in 2001, 2003 and 2005.

The survey results will help CIPO management better understand its business environment and what client's value when they interact with CIPO. Results will also be used in the identification of service improvements to CIPO's products, services, and service delivery channels.

2. Research Objectives

The purpose of this research was to measure the current satisfaction levels of CIPO's existing clients and compare the results against those of previous satisfaction surveys (2001, 2003 and 2005). The survey will also assist CIPO in further segmenting its key client groups. The results will help evaluate the potential impact that identified service improvements have had in increasing overall client satisfaction. Finally, CIPO's also wanted to gauge current satisfaction levels among Americans who had filed for patent protection in Canada.

3. Research Methodology

EKOS reviewed the existing survey questionnaire and made recommendations for changes where applicable. Much of the questionnaire remain unchanged given the tracking nature of CIPO's client satisfaction research program, although some new questions were added to address CIPO's corporate client performance measurement needs.

3.1 Population

EKOS reviewed and provided recommendations to the project authority where applicable on the client segments CIPO has identified and surveyed in the past.

The following three client segments were targeted in the 2001, 2003 and 2005 surveys:

1. "Represented" Applicants: Large entities and small to medium-size businesses (SME⁴) who use the services of IP agents
2. "Unrepresented" Applicants: Individuals who do not use the services of IP agents
3. "Agent": Canadian agents who represent applicants

In addition to the three client segments surveyed in previous years, represented U.S. applicants were added to the current sample for the patent sub-set. While CIPO's client list does contain applicants from outside Canada and the United States only applicants from the U.S. will be included in this year's sample. The survey was administered in English and French in Canada and English only in the United States.

3.2 Sampling

As per above, the survey population was sampled by product line and applicant type. The Canadian client survey was administered from February 25th to April 4th 2008. The survey results have an overall margin of error (MOE) of +/-2.49 percentage points 19 times out of 20, or at a 95% confidence level. Please note, that the MOE associated with sub-groups is higher than that of the overall sample. Given that many of the characteristics of the sample universe were unknown no weighting was applied to the data.

Product Line	Total	Represented	Unrepresented	Agent
Patent	355	124	160	71
Trademark	665	99	411	155
Copyright	461	67	386	8
Industrial Design	71	21	38	12
Total	1552	311	995	246

In addition to the above, EKOS completed 560 surveys with American patent applicants. The MOE for a sample of that size is +/-4.14 percentage points 19 times out of 20, or at a 95% confidence interval. The data was collected between March 18th and April 30th, 2008. All respondents to this portion of the study had filed an Intellectual Property application through an agent that represented them for patent protection in Canada. The target for this group was approximately 800 completed interviews but due to a lack of telephone contact information EKOS completed a reduced number of surveys for this segment.

The sample universe was comprised of approximately 13,000 American patent applicants for this portion of the study. The normal ratio of completed interviews to sample is 1:10. Of the 13,000 plus sample units provided by CIPO to EKOS only a small percentage (4% or 563) had telephone contact information. An additional 1200 phone numbers were identified by ASDE survey sampler's automated telephone number look-up software. EKOS's call center personnel manually searched the remainder of the data base using a

⁴ The term "SME" (for small and medium-sized enterprise) refers to all businesses with fewer than 500 employees, while firms with 500 or more employees are classified as "large" businesses.

variety of online telephone number search tools and they were able to identify an additional 5000 records which allowed us to complete 560 interviews. The amount of time spent by EKOS personnel searching for telephone contact information was roughly equal to the amount of time it would have taken to complete 200 American client interviews hence the reduction in the overall sample size.

3.3 Pretesting and Questionnaire Design

The survey questionnaire was designed primarily by the project authority with advice from EKOS. The survey questionnaire was pretested with live respondents in both English and French. Respondents were screened to ensure that they meet the following criteria: they were personally involved in neither the filling of an Intellectual Property application in the past two years in Canada; that they were not employed by a market research firm, Industry Canada in particular nor the government of Canada. CIPO employees were also screened out. Both the English and French version of the survey questionnaire was tested on 20 respondents. Feedback from the testing helped us to refine and streamline the survey questionnaires.

3.4 Fieldwork/Data Collection

All fieldwork for this survey was conducted in EKOS's state of the art survey center which is located in Ottawa, Ontario, Canada. Field supervisors were present at all times during the data collection process. Ten percent of each interviewers completed work was monitored-visual and audio monitoring-for quality control purposes. The overall response rate for the Canadian client survey was 18.3 percent which is within industry norms for a survey of this length and scope. The response rate for the US client survey was 17.6% of this study. This response rate is within industry norms for a survey of this size, scope and target audience. See appendix b for a full description of all calling outcomes for both the Canadian and American sample groups.

APPENDIX A
QUESTIONNAIRE
(ENGLISH/FRENCH)

INTR2

NOTE: If &pxn1 (proxy) is currently in the same office - ask for a phone transfer. If NOT in the same office - thank the respondent for their time and call the new phone number (above).

Hello, may I speak with &pxn1? My name is _____ I'm calling on behalf of Industry Canada and its agency, the Canadian Intellectual Property Office which has contracted our firm, Ekos Research, to conduct a client satisfaction survey of CIPO's products and services. In speaking with Mr/Mrs/Ms_____ he/she indicated that he/she would like you to act as a proxy for the purpose of completing this survey. This survey has been registered with the Marketing Research & Intelligence Association (MRIA) Your participation in this study is voluntary and the information you provide will not identify you or your firm nor will it affect _____'s current or future intellectual property protection. The survey should take approximately 20 minutes to complete. The results of the survey will be used to improve CIPO's services. They will be shared with two professional associations, the Intellectual Property Institute of Canada (IPIC) and the International Federation of Intellectual Property Attorneys (FICPI). NOTE - IF hesitates: Would there be a better time for us to call you?

Accepts CONTINUE OK..... 1

SCR1

Do you or anyone in your immediate family work for any of the following organizations...

- Industry Canada..... 1 ->THNK2
- The Canadian Intellectual Property Office (CIPO) 2 ->THNK2
- A Market Research Firm 3 ->THNK2
- None of the Above 8
- DON'T KNOW/REFUSED 9 ->THNK2

PRIV [0,0]

This call may be recorded for quality control or training purposes

SEX

Record gender of respondent

DO NOT ASK

- Male..... 1
- Female 2

LANGI

Record language of correspondence

DO NOT ASK

English.....	1
French.....	2

Q1

First, when thinking about filing for intellectual property protection, do you identify more with the Canadian Intellectual Property Office (CIPO) as the entity with which you do business or do you identify more with the Patent Office, Trade-marks Office, Copyright Office or Industrial Design Division.

CIPO.....	1
Patent, Trade-Marks, Etc. Office.....	2
Don't know (DO NOT READ)	8
Refused (DO NOT READ)	9

S1 [0,0]

As you probably know, CIPO is the federal agency responsible for the administration of intellectual property laws. It includes the Patent Office, the Copyright Office, the Trade-marks Office and the Industrial Design Division which are responsible for registering or granting intellectual property rights.

Q2X [1,4]

If... QAPP.EQ.3

Agents only

In the past two years, did you file an intellectual property application with CIPO for one or several of the following rights?

READ/ACCEPT ALL ANSWERS

Patents	1		
Trade-marks.....	2		
Industrial designs	3		
Copyrights	4		
None of the above.....	7	BX	->THNK2
DON'T KNOW	8	BX	->THNK2
Refused.....	9	BX	->THNK2

S1A

If... QAPP.EQ.3

Agents only

Patents	1
Other	0

S1B

If... QAPP.EQ.3

Agents only

Trade-marks.....	2
Other	0

S1C

If... QAPP.EQ.3

Agents only

Industrial designs	3
Other	0

S1D

If... QAPP.EQ.3

Agents only

Copyrights	4
Other	0

CHECK1

If... QAPP.EQ.3

Agents only

Match continue	1	
Unmatched discontinue	2	->THNK2
Should be empty	0	

Q3

If... TYPE.EQ.1.AND.QAPP.EQ.3

Patents agents only

Which technology group did your last application belong to?

Electrical.....	1	
Mechanical	2	
Chemical.....	3	
Biotechnology	4	
DON'T KNOW	8	X
Refused.....	9	X

Q4RUX [1,4]

If... QAPP.EQ.1-2

Rep and Unrep Clients only

In the past two years, did you file an intellectual property application with CIPO either directly or through an agent who represented you for one or several of the following rights?

READ/ACCEPT ALL ANSWERS

Patents	1		
Trade-marks.....	2		
Industrial designs	3		
Copyrights	4		
None of the above.....	7	BX	->THNK2
DON'T KNOW	8	BX	->THNK2
Refused.....	9	BX	->THNK2

S2A

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Patents	1
Other.....	0

S2B

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Trade-marks.....	2
Other.....	0

S2C

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Industrial designs 3
Other..... 0

S2D

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Copyrights 4
Other..... 0

CHECK2

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Match continue 1
Unmatched discontinue 2 ->THNK2
Should be empty 0

Q5

If... QAPP.EQ.1-2

Rep and Unrep Clients only

In the past 2 years, have you PERSONALLY or through an AGENT filed for Intellectual property protection outside of Canada?

Read list

Yes-Personally..... 1
Yes-through an AGENT..... 2
No..... 3
DON'T KNOW 8
Refused..... 9

Q6RU

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Were most of your &TYPE applications with CIPO filed directly or through an agent?

ACCEPT ONLY ONE ANSWER

Directly	1	->QAPP2
Agent	2	->Q6A
DON'T KNOW	8	->THNK2
Refused.....	9	->THNK2

Q6A

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Did you deal with a Canadian or an American agent?

Canadian Agent	1
American Agent	2
Canadian and American Agent.....	3
DON'T KNOW	8
Refused.....	9

QAPP2

If... QAPP.EQ.1-2

Rep and Unrep Clients only

QAPP2= ((\$Q6RU==2)?1:(\$Q6RU==1)?2:0)

Represented	1
Unrepresented.....	2
Should be empty	0

QAPP3

QAPP3= ((\$QAPP2==1)?1:(\$QAPP2==2)?2:\$QAPP)

Represented	1
Unrepresented.....	2
Agent	3

S3R [0,0]

If... QAPP3.EQ.1

Rep Clients only

For the remaining questions, please answer with reference to the last &Type intellectual property application that was filed for which you were &QAPP3.

S3R2 [0,0]

If... QAPP3.EQ.1

Rep Clients only

Note to Interviewer: For the rest of the survey we are talking about the most recent &Type application that was filed. The respondent hereafter is classified as &QAPP3.Represented means: They had an agent file the &Type application with CIPO for them.

S3U [0,0]

If... QAPP3.EQ.2

Unrep Clients only

For the remaining questions, please answer with reference to the last &Type intellectual property application you filed for which you were &QAPP3.

S3U2 [0,0]

If... QAPP3.EQ.2

Unrep Clients only

Note to Interviewer: For the rest of the survey we are talking about the most recent &Type application that was filed. The respondent hereafter is classified as &QAPP3.Unrepresented means: They filed the &Type application with CIPO themselves.

S3A [0,0]

If... QAPP3.EQ.3

Agent only

For the remaining questions, please answer with reference to the last &Type intellectual property application you filed for which you were an &QAPP3.

S3A2 [0,0]

If... QAPP3.EQ.3

Agent only

Note to Interviewer: For the rest of the survey we are talking about the most recent &Type application that was filed. The respondent hereafter is classified as &QAPP3. Agent means: They are an agent who filed a &Type application with CIPO for someone else (i.e. a client).

Q10

How satisfied would you say you are with CIPO's products and services? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3..... 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q11

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

How did you first contact CIPO to obtain information about its products and services?

In person	1	
Telephone	2	
Web	3	
Email	4	
Posted mail	5	
Fax	6	
Trade Shows	7	
Never Contacted CIPO Directly	8	
No means in particular.....	9	B
Other (DO NOT READ) -> AQ11; C250 L2		
C75	77	B
DON'T KNOW (DO NOT READ).....	88	BX
Refused (DO NOT READ)	99	BX
OBTAINED VIA INDUSTRY PROFESSIONALS (LAWYER, AGENT).....	10	I
OBTAINED INFORMATION THROUGH WORK (COLLEAGUE, EMPLOYER, THROUGH YEARS OF WORK IN INDUSTRY)	11	I
VIA ASSOCIATIONS, BUSINESS-RELATED GROUPS/AGENCIES (BUSINESS ASSOCIATIONS, BUSINESS DEVELOPMENT AGENCIES).....	12	I

Q12A [0,0]

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

The following questions ask about your views or impressions concerning access to INTELLECTUAL PROPERTY SERVICES AT CIPO. Thinking about the last time you dealt with CIPO for service or information, please tell me if you agree or disagree with the following statements using a scale from 1 to 5 where 1 means you strongly disagree, 5 means you strongly agree and 3 is the middle point.

Q12A1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

It is clear who to contact within CIPO to receive service

Views or impressions concerning access to INTELLECTUAL PROPERTY SERVICES AT CIPO

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED/NOT APPLICABLE..... 9

Q12A2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

The hours of service are convenient

Views or impressions concerning access to INTELLECTUAL PROPERTY SERVICES AT CIPO

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED/NOT APPLICABLE..... 9

Q12A3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3.AND.Q11.NE.8

Unrepresented and agent who had some type of direct contact with CIPO

It is easy to reach the right CIPO employee to address my problem or need

Views or impressions concerning access to INTELLECTUAL PROPERTY SERVICES AT CIPO

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED/NOT APPLICABLE..... 9

Q12A4

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

In the end, CIPO provided me with the information I needed

Views or impressions concerning access to INTELLECTUAL PROPERTY SERVICES
AT CIPO

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q12A5

If... QAPP3.EQ.2.OR.QAPP3.EQ.3.AND.Q11.NE.8

Unrepresented and agent who had some type of direct contact with CIPO

I dealt with a reasonable number of people to get the information requested

Views or impressions concerning access to INTELLECTUAL PROPERTY SERVICES
AT CIPO

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED/NOT APPLICABLE.....	9

Q12B [0,0]

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

Now, tell me how important these aspects of access to intellectual property services at CIPO are to you, where 1 means not at all important, 5 means very important and 3 is the middle point. How important is it that . . .

Q12B1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

It is clear who to contact within CIPO to receive service

Importance ... to you (aspect of access to intellectual property services at CIPO)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q12B2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

The hours of service are convenient

Importance ... to you (aspect of access to intellectual property services at CIPO)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q12B3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3.AND.Q11.NE.8

Unrepresented and agent who had some type of direct contact with CIPO

It is easy to reach the right CIPO employee to address my problem or need

Importance ... to you (aspect of access to intellectual property services at CIPO)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q12B4

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

In the end, CIPO provided me with the information I needed

Importance ... to you (aspect of access to intellectual property services at CIPO)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q12B5

If... QAPP3.EQ.2.OR.QAPP3.EQ.3.AND.Q11.NE.8

Unrepresented and agent who had some type of direct contact with CIPO

I dealt with a reasonable number of people to get the information requested

Importance ... to you (aspect of access to intellectual property services at CIPO)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q13

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

Overall, how satisfied are you with how easy it is to access intellectual property services at CIPO? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q14

In the past two years, have you ever complained to CIPO?

- Yes..... 1
- No..... 2
- Don't know (DO NOT READ) 8
- Refused (DO NOT READ) 9

Q15 [0,0]

If... Q14.EQ.1

ALL who had a complaint

The following questions ask about your views or impressions concerning CIPO's ability to address complaints. For each of the following statements, please tell me if you agree or disagree using a scale from 1 to 5 where 1 means you strongly disagree, 5 means you strongly agree and 3 is the middle point.

Q15A1

If... Q14.EQ.1

ALL who had a complaint

My complaint was addressed in a timely manner

Agree/Disagree with aspect of complaint process

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q15A2

If... Q14.EQ.1

ALL who had a complaint

I am satisfied with how my complaint was handled

Agree/Disagree with aspect of complaint process

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q16

If... Q14.EQ.1

ALL who had a complaint

Overall, how satisfied are you with CIPO's complaint process? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

TYPERECALL

TYPERECALL=(\$QAPP3==1)?1:(\$QAPP3==2)?2:(\$QAPP3==3)?3:0

- your agent..... 1
- CIPO..... 2
- CIPO..... 3

Q17A [0,0]

For each of the following statements about &TYPERECALL 's communications, please tell me if you agree or disagree using a scale from 1 to 5 where 1 means strongly disagree, 5 means strongly agree and 3 is the middle point.

Q17A1

I was informed of everything I had to do in order to obtain intellectual property protection (URA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q17A2

If... QAPP3.EQ.2

unrep

The information or assistance I received from CIPO helped me to decide whether or not to file for intellectual property rights (U)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q17A3

If... QAPP3.EQ.1

rep

The advice or assistance I received from my agent helped me to decide whether or not to file for intellectual property rights (R)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q17A4

If... QAPP3.EQ.1

rep

My agent's correspondence was easy to understand (R)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q17B [0,0]

How important are the following aspects of your organizations communications with &TYPERECALL when filing for intellectual property protection or dealing with &TYPERECALL. Please respond on a 5 point scale where 1 means not at all important, 5 means very important and 3 is the middle point. How important is it that...

Q17B1

I (you) were informed of everything I (you) had to do in order to obtain intellectual property protection (URA)

Importance of your organizations communications with &TYPERECALL when filing for Intellectual Protection or dealing with &TYPERECALL.

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q17B2

If... QAPP3.EQ.2

unrep

The information or assistance I/you received from CIPO helped me to decide whether or not to file for intellectual property rights (U)

Importance of your organizations communications with &TYPERECALL when filing for Intellectual Protection or dealing with &TYPERECALL.

- 1.Not at all important..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Very important 5
 - DON'T KNOW/REFUSED 9
-

Q17B3

If... QAPP3.EQ.1

rep

The advice or assistance I/you received from my/your agent helped me to decide whether or not to file for intellectual property rights (R)

Importance of your organizations communications with &TYPERECALL when filing for Intellectual Protection or dealing with &TYPERECALL.

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q17B4

If... QAPP3.EQ.1

rep

My agent's correspondence was easy to understand (R)

Importance of your organizations communications with &TYPERECALL when filing for Intellectual Protection or dealing with &TYPERECALL.

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q18

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

unrep and agent only

Overall, how satisfied are you with CIPO's communications? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q19

If... QAPP3.EQ.1

Rep only

Overall, how satisfied are you with your agent's communications? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q20

Do you read CIPO's electronic news letter "E-News update"?

- Yes..... 1
- No..... 2
- DON'T KNOW/REFUSED 9

Q21

If... Q20.EQ.1

Only who read CIPO's E-News

How useful do you find CIPO's E-News update? Please use a scale from 1 to 5, where 1 means not at all useful, 5 means very useful and 3 is the middle point.

- 1.Not at all useful 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Very useful 5
 - DON'T KNOW/REFUSED 9
-

Q22

What is your preferred method of communication for receiving information about IP (intellectual property)?

In person.....	1	
Through an information or outreach officer.....	2	
Through an IP agent.....	3	
By telephone.....	4	
CIPO's Website.....	5	
By email.....	6	
By Electronic newsletter or CIPO's News Updates.....	7	
By posted mail.....	8	
By fax.....	9	
Trade Shows.....	10	
Workshops.....	11	
Other web technologies (blogs, webinars, forums, RSS feeds, etc).....	12	
No means in particular (read last).....	13	B
Other (DO NOT READ) -> AQ22; C250 L2		
C50.....	77	B
DON'T KNOW (DO NOT READ).....	88	BX
Refused (DO NOT READ).....	99	BX
ONLINE/INTERNET, UNSPECIFIED.....	14	I

Q23A [0,0]

Please tell me the extent to which you agree or disagree with the following statements regarding timeliness, and the staff you dealt with, the last time you filed for Intellectual Property Protection with CIPO. Please respond on a 5 point scale where 1 means you strongly disagree, 5 means you strongly agree and 3 is the middle point.

Q23A1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

I received my first action within a reasonable amount of time (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle.....	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED/NOT APPLICABLE.....	9

Q23A2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

I received my final decision within a reasonable amount of time (UA)

- 1.Strongly disagree 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q23A3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

CIPO takes the appropriate amount of time to respond to enquiries and requests (UA)

- 1.Strongly disagree 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED/NOT APPLICABLE..... 9

Q23A4

If... QAPP3.EQ.1

rep

I was able to get through to my agent without difficulty (R)

- 1.Strongly disagree 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Strongly agree..... 5
 - DON'T KNOW/REFUSED 9
-

Q23A5

If... QAPP3.EQ.1

rep

In the end, my agent provided me with the information I needed (R)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q23B [0,0]

Now, on a 5 point scale where 1 means not at all important, 5 means very important and 3 is the mid-point, please rate the importance of the following aspects of the process of filing for intellectual property protection with CIPO? How important is...

Q23B1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

I received my first action within a reasonable amount of time (UA)

Importance of... (process of obtaining intellectual property protection)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q23B2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

I received my final decision within a reasonable amount of time (UA)

Importance of... (process of obtaining intellectual property protection)

- 1. Not at all important..... 1
- 2..... 2
- 3. Middle 3
- 4..... 4
- 5. Very important 5
- DON'T KNOW/REFUSED 9

Q23B3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

CIPO takes the appropriate amount of time to respond to enquiries and requests (UA)

Importance of... (process of obtaining intellectual property protection)

- 1. Not at all important..... 1
- 2..... 2
- 3. Middle 3
- 4..... 4
- 5. Very important 5
- DON'T KNOW/REFUSED 9

Q23B4

If... QAPP3.EQ.1

rep

I was able to get through to my agent without difficulty (R)

Importance of... (process of obtaining intellectual property protection)

- 1. Not at all important..... 1
 - 2..... 2
 - 3. Middle 3
 - 4..... 4
 - 5. Very important 5
 - DON'T KNOW/REFUSED 9
-

Q23B5

If... QAPP3.EQ.1

rep

In the end, my agent provided me with the information I needed (R)

Importance of... (process of obtaining intellectual property protection)

- 1. Not at all important..... 1
- 2..... 2
- 3. Middle 3
- 4..... 4
- 5. Very important 5
- DON'T KNOW/REFUSED 9

Q24

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Overall, how satisfied were you with the amount of time it took CIPO to process your intellectual property application? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1. very dissatisfied..... 1
- 2..... 2
- 3. Middle 3
- 4..... 4
- 5. very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q25

If... QAPP3.EQ.1

rep

Overall how satisfied are you with the amount of time it took your agent to respond to your inquiries and act on your instructions? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1. very dissatisfied..... 1
- 2..... 2
- 3. Middle 3
- 4..... 4
- 5. very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q26

If... QAPP3.EQ.2.OR.QAPP3.EQ.3.AND.Q11.NE.8

Unrepresented and agent who had some type of direct contact with CIPO

Overall, how satisfied were you with the CIPO staff who provided the service? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q27

If... QAPP3.EQ.1

Rep only

Overall, how satisfied were you with the Agent who provided the service? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q28A [0,0]

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

I would like to read to you some statements about the payment process at CIPO. For each statement, please tell me if you agree or disagree using a scale from 1 to 5 where 1 means strongly disagree, 5 means strongly agree and 3 is the middle point.

Q28A1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Payment processes are simple (UA)

- 1.Strongly disagree 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q28A2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Payment processes are convenient (UA)

- 1.Strongly disagree 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q28A3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Questions regarding my payment status are answered in a timely manner (UA)

- 1.Strongly disagree 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED/NOT APPLICABLE..... 9

Q28A4

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Financial statements are useful (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q28A5

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Refunds are applied in a timely manner (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED/NOT APPLICABLE.....	9

Q28B [0,0]

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Once again, on a 5 point scale where 1 means not at all important, 5 means very important and 3 is the mid-point, please rate the importance of the following elements of the payment process with CIPO. How important is it that...

Q28B1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Payment processes are simple (UA)

Importance of... (aspect of the payment process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q28B2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Payment processes are convenient (UA)

Importance of... (aspect of the payment process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q28B3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Questions regarding my payment status are answered in a timely manner (UA)

Importance of... (aspect of the payment process)

- 1.Not at all important..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Very important 5
 - DON'T KNOW/REFUSED 9
-

Q28B4

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Financial statements are useful (UA)

Importance of... (aspect of the payment process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q28B5

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Refunds are applied in a timely manner (UA)

Importance of... (aspect of the payment process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q29

Would you be interested in paying your fees via Electronic Funds Transfer (EFT)?

- Yes..... 1
- No..... 2
- (DO NOT READ) Not applicable-does not pay fees directly 8
- (DO NOT READ)DON'T KNOW/REFUSED..... 9

Q30

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Overall, how satisfied are you with the payment process at CIPO? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q31

To what extent do you agree or disagree that the products and/or services that CIPO provides to you or your organization are worth what you paid? Please respond on a scale from 1 to 5 where 1 means you strongly disagree, 5 means you strongly agree and 3 is the middle point.

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q32

To what extent do you agree or disagree that the overall cost of obtaining intellectual property protection in Canada is reasonable relative to other countries. Please respond on a scale from 1 to 5 where 1 means strongly disagree, 5 means strongly agree and 3 is the middle point.

- 1.Strongly disagree..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Strongly agree..... 5
 - DON'T KNOW/REFUSED 9
-

Q33A [0,0]

Now, please tell me the extent to which you agree or disagree with the following statements comparing CIPO to other intellectual property offices you have used. Please respond on a scale from 1 to 5 where 1 means you strongly disagree, 5 means you strongly agree and 3 is the mid-point.

Q33A1

CIPO is a leading Intellectual Property Office (IPO) (RUA)

- 1.Strongly disagree 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q33A2

CIPO has a good reputation (RUA)

- 1.Strongly disagree 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q33A3

CIPO effectively advances Canada's IP interests internationally (RUA)

- 1.Strongly disagree 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Strongly agree..... 5
 - DON'T KNOW/REFUSED 9
-

Q34 [1,13]

If... Q5.EQ.1.OR.Q5.EQ.2

Those who say yes to Q5

In the last 2 years, in which of the following jurisdiction(s)/countries have you filed for intellectual property (IP) protection?

READ LIST

Australia	1	
Germany	2	
Europe	3	
Japan.....	4	
China	5	
UK.....	6	
US.....	7	
Other (DO NOT READ) -> AQ34; C250 L2		
C50	77	B
DON'T KNOW (DO NOT READ).....	88	BX
Refused (DO NOT READ)	99	BX
KOREA	9	I
LATIN/SOUTH AMERICA, EG. MEXICO, BRAZIL	10	I
INDIA.....	11	I
OTHER SOUTH-EAST ASIAN COUNTRIES, EG. SINGAPORE, TAIWAN,		
HONG KONG.....	12	I
INTERNATIONALLY, UNSPECIFIED, EG. THROUGH PCT (PATENT		
COOPERATION TREATY), OTHER COUNTRIES/WORLD-WIDE		
(UNSPECIFIED).....	13	I

Q35

If... (Q5.EQ.1.OR.Q5.EQ.2).AND.(Q34.EQ.1-7,77)

Those who mentioned a country at Q34

Overall, how would you rate CIPO's services compared to &Q34 intellectual property (IP) office. Please respond on a scale from 1 to 5 where 1 means much worse, 5 means much better and 3 means the same.

1.Much worse	1
2.....	2
3.Same	3
4.....	4
5.Much better.....	5
DON'T KNOW/REFUSED	9

Q36

If... (Q5.EQ.1.OR.Q5.EQ.2).AND.(Q34.EQ.1-7,77)

Those who mentioned a country at Q34

How would you rate your overall level of satisfaction with &Q34 intellectual property (IP) office? Please respond on a scale from 1 to 5 where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q37

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Overall, would you say that over the past two years (24 months) the quality of service provided by CIPO has . . . ?

- Improved 1
- Stayed the same 2
- Deteriorated 3
- DON'T KNOW 8
- Refused 9

Q38

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Overall, how does CIPO compare to other government departments or Agencies that you have dealt with? Would you say CIPO's service is . . . ?

- Much better..... 1
- Better 2
- The same 3
- Worse 4
- Much worse 5
- DON'T KNOW 8
- Refused..... 9

Q38A [1,3]

If... Q38.EQ.1,2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Unrep and agent who said better

Why do you say that?

Response -> AQ38A; C250 L2 C75	77	
DON'T KNOW	88	
Refused.....	98	
GOOD TRANSACTIONAL SPEED/EFFICIENT OPERATIONS (GRANTING PATENTS/COPYRIGHTS).....	1	I
ONLINE SERVICES, CIPO'S WEBSITE (ACCESSIBILITY, NAVIGATION/INTERFACE, SERVICE AVAILABILITY/CONVENIENCE, INFORMATIVE)	2	I
ACCESSIBILITY/EASE OF ACCESS (CORRECT CONTACT PERSON, LIVE PHONE RESPONSE/DIRECT COMMUNICATION, REDUCED WAIT TIMES, TO INFORMATION/HELP RESOURCES).....	4	I
CIPO STAFF, CUSTOMER SERVICE (FRIENDLY, HELPFUL/ATTENTIVE, PROFESSIONAL, KNOWLEDGEABLE/INFORMATIVE, PROACTIVE ADVICE, DIRECT ANSWERS/ASSISTANCE FROM STAFF, PERSONALIZED/SINGLE CONTACT, LITTLE RUNAROUND)	7	I
CIPO SERVICE, SERVICE QUALITY OVERALL, GOOD EXPERIENCE, GENERAL	8	I
EASE/CONVENIENCE OF DEALINGS/CLARITY OF PROCESS (APPLICATION, REQUIREMENTS/GUIDELINES, THROUGH REPEATED EXPERIENCE, MINIMAL BUREAUCRACY/STREAMLINED, FEW PROBLEMS).....	9	I
PAYMENT SYSTEM/PROCEDURE (EASY/CONVENIENT/FAST).....	10	I
EFFECTIVE COMMUNICATION WITH CIPO, HIGHLY RESPONSIVE (TIMELY, RETURNING CALLS/FOLLOW-UP, MAINTAINING CONTACT, PROVIDING INFO, CLARITY OF COMMUNICATION/INFORMATION/EXPLANATIONS, CONSISTENCY)	11	I
PREFER CIPO, NEGATIVE EXPERIENCES WITH OTHER AGENCIES GENERALLY	12	I
AFFORDABILITY OF SERVICES, REASONABLY PRICED.....	14	I

Q38B [1,3]

If... Q38.EQ.4,5.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Unrep and agent who said worse

Why do you say that?

Response -> AQ38B; C250 L2 C75	77	
DON'T KNOW	88	
Refused.....	98	
COSTS ASSOCIATED WITH PROCESS, GENERAL.....	10	I
SLOW TRANSACTIONAL SPEED/PROCESS (GRANTING PATENTS/COPYRIGHTS).....	1	I
INEFFECTIVE COMMUNICATION WITH CIPO, UNRESPONSIVE (SLOW TO RESPOND, LACK OF INFORMATION PROVIDED/AVAILABLE ON PRODUCTS/PROTECTION, INFORMATION UNCLEAR/INCONSISTENT).....	2	I
PROBLEMS WITH CIPO STAFF, CUSTOMER SERVICE (UNFRIENDLY, UNKNOWLEDGEABLE, UNWILLING/UNABLE TO HELP).....	5	I
INACCESSIBILITY OF CIPO (DIFFICULTY REACHING LIVE PERSON, CORRECT CONTACT PERSON)	6	I
ONLINE SERVICES, CIPO'S WEBSITE (SERVICES UNAVAILABLE, POOR NAVIGATION/SEARCH OPTIONS, UNINFORMATIVE/CRYPTIC, LACK OF INFORMATION).....	7	I
POOR QUALITY OF SERVICE/PRODUCT (EXAMINATION PROCESS, LITTLE PROTECTION/RISK OF INFRINGEMENT, LACK LAW KNOWLEDGE, BELOW INTERNATIONAL STANDARDS).....	8	I
DIFFICULTY OF DEALINGS WITH CIPO, COMPLICATED PROCESS (INFLEXIBLE/IMPRACTICAL, EXCESS/COMPEX PAPERWORK, BUREAUCRATIC).....	9	I

Q39

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

A client-centered organization listens and responds to its clients. Based on this definition would you agree that CIPO is a client-centred organization? Please respond on a scale from 1 to 5 where 1 means you strongly disagree and 5 means you strongly agree.

1.Strongly disagree.....	1	
2.....	2	
3.Middle	3	
4.....	4	
5.Strongly agree.....	5	
DON'T KNOW/REFUSED	9	

Q40

How satisfied are you with CIPO's performance in consulting on potential changes that could affect you? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q41

All things considered, how satisfied are you with CIPO's products and services? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q42

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Now, we have covered several aspects of the service offered by CIPO. How would you rate your overall level of satisfaction with the services offered by CIPO related to &TYPE? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q43

If... QAPP3.EQ.1

(represented only)

Now, we have covered several aspects of the service offered by your agent. How would you rate your overall level of satisfaction with the services offered by your agent related to &TYPE? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q44

Overall, what is your general impression of CIPO? Please tell me if you have a favourable or an unfavourable impression, using a scale from 1 to 5, where 1 means very unfavourable, 5 means very favourable and 3 is the middle point.

- 1.Very unfavourable..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very favourable..... 5
- DON'T KNOW/REFUSED 9

Q45A [0,0]

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Please tell me the extent to which you agree or disagree with the following statements about the Patent Office and National Searches. Please respond on a 5 point scale where 1 means you strongly disagree, 5 means you strongly agree and 3 is the midpoint.

Q45A1

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Searches are accurate (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q45A2

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Searches are relevant (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q45A3

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Searches are thorough (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q45A4

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Searches are consistent (UA)

- 1.Strongly disagree 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q45B [0,0]

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Now, tell me how important each of these aspects of National Searches are to you or your organization, where 1 means not at all important, 5 means very important and 3 is the middle point. How important is it that..

Q45B1

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Searches are accurate (UA)

Importance...(aspect of National Searches)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q45B2

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Searches are relevant (UA)

Importance...(aspect of National Searches)

1.Not at all important.....	1
2.....	2
3.Middle	3
4.....	4
5.Very important	5
DON'T KNOW/REFUSED	9

Q45B3

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Searches are thorough (UA)

Importance...(aspect of National Searches)

1.Not at all important.....	1
2.....	2
3.Middle	3
4.....	4
5.Very important	5
DON'T KNOW/REFUSED	9

Q45B4

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Searches are consistent (UA)

Importance...(aspect of National Searches)

1.Not at all important.....	1
2.....	2
3.Middle	3
4.....	4
5.Very important	5
DON'T KNOW/REFUSED	9

Q46

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Overall, how satisfied are you with the quality of CIPO's National searches? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q47A [0,0]

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

I'm going to read you statements about National Examination. For each statement, please tell me if you agree or disagree using a number from 1 to 5 where 1 means you strongly disagree, 5 means strongly agree and 3 is the middle point.

Q47A1

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Examiner's first report is comprehensive (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q47A1DUM [0,0]

If... 1.EQ.0

Q47A2

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Examiners' subsequent actions are received in a timely manner (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q47A2DUM [0,0]

If... 1.EQ.0

Q47A3

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Objections raised in examination are accurate (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q47A3DUM [0,0]

If... 1.EQ.0

Q47A4

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Written reports are clear (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q47A5

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

All other patent correspondence is easy to understand (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q47A6

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

The Act and Rules are correctly applied (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q47A6DUM [0,0]

If... 1.EQ.0

Q47A7

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Examinations are thorough (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q47A7DUM [0,0]

If... 1.EQ.0

Q47A8

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Examinations are consistent (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q47A8DUM [0,0]

If... 1.EQ.0

Q47A9

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Examination staff is competent (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q47A9DUM [0,0]

If... 1.EQ.0

Q47B [0,0]

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Now, tell me how important each of these aspects of National Examination are to you, where 1 means not at all important, 5 means very important and 3 is the middle point. How important is it that...

Q47B1

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Examiner's first report is comprehensive (UA)

Importance...(aspect of National Examination)

1.Not at all important.....	1
2.....	2
3.Middle	3
4.....	4
5.Very important	5
DON'T KNOW/REFUSED	9

Q47B1DUM [0,0]

If... 1.EQ.0

Q47B2

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Examiners' subsequent actions are received in a timely manner (UA)

Importance...(aspect of National Examination)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q47B2DUM [0,0]

If... 1.EQ.0

Q47B3

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Objections raised in examination are accurate (UA)

Importance...(aspect of National Examination)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q47B3DUM [0,0]

If... 1.EQ.0

Q47B4

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Written reports are clear (UA)

Importance...(aspect of National Examination)

1.Not at all important.....	1
2.....	2
3.Middle	3
4.....	4
5.Very important	5
DON'T KNOW/REFUSED	9

Q47B5

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

All other patent correspondence is easy to understand (UA)

Importance...(aspect of National Examination)

1.Not at all important.....	1
2.....	2
3.Middle	3
4.....	4
5.Very important	5
DON'T KNOW/REFUSED	9

Q47B6

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

The Act and Rules are correctly applied (UA)

Importance...(aspect of National Examination)

1.Not at all important.....	1
2.....	2
3.Middle	3
4.....	4
5.Very important	5
DON'T KNOW/REFUSED	9

Q47B6DUM [0,0]

If... 1.EQ.0

Q47B7

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Examinations are thorough (UA)

Importance...(aspect of National Examination)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q47B7DUM [0,0]

If... 1.EQ.0

Q47B8

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Examinations are consistent (UA)

Importance...(aspect of National Examination)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q47B8DUM [0,0]

If... 1.EQ.0

Q47B9

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Examination staff is competent (UA)

Importance...(aspect of National Examination)

1.Not at all important.....	1
2.....	2
3.Middle	3
4.....	4
5.Very important	5
DON'T KNOW/REFUSED	9

Q47B9DUM [0,0]

If... 1.EQ.0

Q48

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Overall, how satisfied are you with the quality of CIPO's National examinations? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

1.very dissatisfied.....	1
2.....	2
3.Middle	3
4.....	4
5.very satisfied.....	5
DON'T KNOW/REFUSED	9

Q49 [0,0]

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

I'm going to read you two statements. For each statement, please tell me if you agree or disagree using a number from 1 to 5 where 1 means you strongly disagree, 5 means strongly agree and 3 is the middle point.

Q49A

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Four weeks is an acceptable amount of time to issue filing certificates (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q49B

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Eight weeks is an acceptable amount of time for confirmation of national entry (PCT) applications (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q50

If... TYPE.EQ.1.AND.QAPP3.EQ.3

(PATENT agents only)

Have you ever received an international search report and written opinion from CIPO?

- Yes..... 1
- No..... 2
- DON'T KNOW 8
- Refused..... 9

Q51A [0,0]

If... TYPE.EQ.1.AND.Q50.EQ.1

Patent

I'm going to read you series of statements concerning the International search reports issued by CIPO and the examination process. For each statement, please tell me if you agree or disagree using a number from 1 to 5 where 1 means you strongly disagree, 5 means strongly agree and 3 is the middle point.

Q51A1

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

International searches and written opinions are useful in deciding whether to prosecute applications at national phase (A)

- 1.Strongly disagree 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q51A2

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

International search reports are thorough (A)

- 1.Strongly disagree 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Strongly agree..... 5
 - DON'T KNOW/REFUSED 9
-
-

Q51A3

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

In the written opinion, novelty and obviousness are correctly applied (A)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q51A4

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Examiners are accessible during PCT Chapter II examination (A)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q51A5

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

In the written opinion, non prior art analysis is correctly applied

- 1.Strongly disagree..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Strongly agree..... 5
 - DON'T KNOW/REFUSED 9
-

Q51A6

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

CIPO provides the necessary information on international prosecution procedures (A)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q51A7

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

International Searches are accurate

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q51A8

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

International Searches are relevant

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q51A9

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

International Searches are consistent

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q51A10

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Examinations are thorough

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q51A11

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Examinations are consistent

- 1.Strongly disagree..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Strongly agree..... 5
 - DON'T KNOW/REFUSED 9
-

Q51B [0,0]

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

On a scale from 1-5 where 1 means not at all important, 5 means very important and 3 is the middle point, please tell me how important these aspects of international search reports and written opinions are to your organization. How important is it that...

Q51B1

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

International searches and written opinions are useful in deciding whether to prosecute applications at national phase (A)

Importance...(aspect of CIPO's International search reports and the examination process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q51B2

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

International search reports are thorough (A)

Importance...(aspect of CIPO's International search reports and the examination process)

- 1.Not at all important..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Very important 5
 - DON'T KNOW/REFUSED 9
-

Q51B3

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

In the written opinion, novelty and obviousness are correctly applied (A)

Importance...(aspect of CIPO's International search reports and the examination process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q51B4

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Examiners are accessible during PCT Chapter II examination (A)

Importance...(aspect of CIPO's International search reports and the examination process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q51B5

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

In the written opinion, non prior art analysis is correctly applied

Importance...(aspect of CIPO's International search reports and the examination process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q51B6

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

CIPO provides the necessary information on international prosecution procedures (A)

Importance...(aspect of CIPO's International search reports and the examination process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q51B7

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

International Searches are accurate

Importance...(aspect of CIPO's International search reports and the examination process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q51B8

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

International Searches are relevant

Importance...(aspect of CIPO's International search reports and the examination process)

- 1.Not at all important..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Very important 5
 - DON'T KNOW/REFUSED 9
-

Q51B9

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

International Searches are consistent

Importance...(aspect of CIPO's International search reports and the examination process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q51B10

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Examinations are thorough

Importance...(aspect of CIPO's International search reports and the examination process)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q51B11

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Examinations are consistent

Importance...(aspect of CIPO's International search reports and the examination process)

- 1.Not at all important..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Very important 5
 - DON'T KNOW/REFUSED 9
-

Q52

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Overall, how satisfied are you with the quality of international search reports? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q53

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Overall, how satisfied are you with the quality of written opinions? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q54A [0,0]

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Please tell me the extent to which you agree or disagree with the following statements regarding the process of filing trademarks with CIPO and the Trademarks Office? Please respond on a 5 point scale where 1 means you strongly disagree, 5 means strongly agree and 3 is the middle point.

Q54A1

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

I receive examiners reports in a timely manner (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q54A2

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Changes in Act, Regulations, and office practice are communicated clearly (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q54A3

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Examiners are knowledgeable and understand the Trade-marks Act, its regulations, jurisprudence and practices related thereto (UA)

- 1.Strongly disagree..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Strongly agree..... 5
 - DON'T KNOW/REFUSED 9
-

Q54A4

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

All objections of a substantive nature are reported in the first examiner's report (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q54A5

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Questions I have concerning Examiner's office actions are answered in a timely manner (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q54A6

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Examiners are professional when responding to my enquiries (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q54A7

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

I am satisfied with the consistency of decisions in examination (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q54A8

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Examiners' reports are clear and easy to understand (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q54B [0,0]

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

On a 5 point scale where 1 means not at all important, 5 means very important and 3 is the middle point, please tell me how import the following aspects of filing for trademark protection with CIPO are to you or your organization. How important is it that...

Q54B1

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

I receive examiners reports in a timely manner (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q54B2

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Changes in Act, Regulations, and office practice are communicated clearly (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q54B3

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Examiners are knowledgeable and understand the Trade-marks Act, its regulations, jurisprudence and practices related thereto (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q54B4

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

All objections of a substantive nature are reported in the first examiner's report (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q54B5

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Questions I have concerning Examiner's office actions are answered in a timely manner (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q54B6

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Examiners are professional when responding to my enquiries (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Very important 5
 - DON'T KNOW/REFUSED 9
-

Q54B7

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

I am satisfied with the consistency of decisions in examination (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q54B8

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Examiners' reports are clear and easy to understand (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q55

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Overall, how satisfied are you with the quality of examiners' written reports? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q56

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Have you ever filed a Trade-Mark Opposition or been involved in the opposition process?

- Yes..... 1
- No..... 2
- DON'T KNOW 8
- Refused..... 9

Q57A [0,0]

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Please tell me if you agree or disagree with the following statements related to the trade-mark opposition board and the opposition process. For each statement, please tell me if you agree or disagree using a number from 1 to 5 where 1 means you strongly disagree, 5 means you strongly agree and 3 is the middle point.

Q57A1

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

I am willing to do business electronically with the Trade-marks Opposition Board (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q57A2

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Opposition Board decisions are well reasoned (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q57A3

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Opposition Board decisions apply jurisprudence correctly (UA)

1.Strongly disagree.....	1
2.....	2
3.Middle	3
4.....	4
5.Strongly agree.....	5
DON'T KNOW/REFUSED	9

Q57B [0,0]

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

On a scale from 1-5 where 1 means not at all important, 5 means very important and 3 is the middle point, please rate the importance of the following elements of your interactions with the trademark opposition board and their outcomes. How important is it that...

Q57B1

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

You/your organization has the ability to do business electronically with the Trade-marks Opposition Board (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q57B2

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Opposition Board decisions are well reasoned (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q57B3

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Opposition Board decisions apply jurisprudence correctly (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Very important 5
 - DON'T KNOW/REFUSED 9
-

Q58

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

How satisfied are you with the amount of time it took to complete the opposition process? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q59

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Overall, how satisfied are you with the opposition process? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q60A [0,0]

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Please tell me the extent to which you agree or disagree with the following statements regarding CIPO's industrial Design Division and the process of registering Industrial Designs with CIPO. Please respond on 5 point scale where 1 means you strongly disagree, 5 means you strongly agree.

Q60A1

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Transfers of ownership are recorded in a timely manner (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q60A2

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Transfers of ownership are recorded accurately (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q60A3

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Changes to Office (CIPO) practices are communicated clearly (UA)

- 1.Strongly disagree..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Strongly agree..... 5
 - DON'T KNOW/REFUSED 9
-

Q60A4

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Examiners are able to address my questions (concerning objections) (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q60A5

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Examiners' objections are consistent with the Act, Regulations (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q60A6

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

All objections of a substantive nature are reported in the first Examiner's report. (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q60A7

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

A period of six weeks for the issuance of a second or third examination action is reasonable (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q60A8

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Maintenance confirmation letters are received within a reasonable amount of time (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q60A9

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Examiner reports communicate objections clearly (UA)

- 1.Strongly disagree..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Strongly agree..... 5
 - DON'T KNOW/REFUSED 9
-

Q60A10

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Questions I have concerning Examiner's reports are answered in a timely manner (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q60A11

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Registration certificates are accurate (UA)

- 1.Strongly disagree..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Strongly agree..... 5
- DON'T KNOW/REFUSED 9

Q60A12

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

A service standard of four weeks for the issuance of a filing certificate is reasonable (UA)

- 1.Strongly disagree..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Strongly agree..... 5
 - DON'T KNOW/REFUSED 9
-

Q60B [0,0]

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Once again, on a scale from 1-5 where 1 means not at all important, 5 means very important and 3 is the middle point, please rate the importance of the following elements of your dealings with the Industrial Design Division and the process of registering Industrial Design with CIPO. How important is it that...

Q60B1

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Transfers of ownership are recorded in a timely manner (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q60B2

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Transfers of ownership are recorded accurately (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Very important 5
 - DON'T KNOW/REFUSED 9
-
-

Q60B3

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Changes to Office (CIPO) practices are communicated clearly (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q60B4

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Examiners are able to address my questions (concerning objections) (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q60B5

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Examiners' objections are consistent with the Act, Regulations (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Very important 5
 - DON'T KNOW/REFUSED 9
-

Q60B6

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

All objections of a substantive nature are reported in the first Examiner's report. (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q60B7

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

A period of six weeks for the issuance of a second or third examination action is reasonable (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q60B8

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Maintenance confirmation letters are received within a reasonable amount of time (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q60B9

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Examiner reports communicate objections clearly (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q60B10

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Questions I have concerning Examiner's reports are answered in a timely manner (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q60B11

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Registration certificates are accurate (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
 - 2..... 2
 - 3.Middle 3
 - 4..... 4
 - 5.Very important 5
 - DON'T KNOW/REFUSED 9
-

Q60B12

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

A service standard of four weeks for the issuance of a filing certificate is reasonable (UA)

Importance of ...(aspect of service)

- 1.Not at all important..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.Very important 5
- DON'T KNOW/REFUSED 9

Q61

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Overall, how satisfied are you with the quality of examiner's reports? Please use a scale from 1 to 5, where 1 means very dissatisfied, 5 means very satisfied and 3 is the middle point.

- 1.very dissatisfied..... 1
- 2..... 2
- 3.Middle 3
- 4..... 4
- 5.very satisfied..... 5
- DON'T KNOW/REFUSED 9

Q62 [0,0]

We now have just a few more questions to ask that will help us to classify your responses for statistical purposes only.

Q63

How many employees work full-time in your company?

DO NOT READ / NUMBER OF FULL-TIME EQUIVALENT POSITIONS

1-2.....	1
3-5.....	2
6-10.....	3
11-25.....	4
26-50.....	5
51-100.....	6
101-250.....	7
251-500.....	8
Over 500.....	9
DON'T KNOW.....	88
Refused/Not applicable.....	99

Q64

If... TYPE.EQ.2.AND.(QAPP3.EQ.1.OR.QAPP3.EQ.2)

(Trade Mark Rep and Unrep)

Which of the following best describes the type of industry or the field in which you work?

READ/ ACCEPT ONE ANSWER

MANUFACTURING.....	1	
HIGH-TECH.....	2	
SERVICE/RETAIL.....	3	
RESOURCE INDUSTRIES (AGRICULTURE, FORESTRY, ETC.).....	4	
PROFESSIONAL SERVICES (LAW FIRMS, CONSULTANTS, ETC.).....	5	
PUBLIC SECTOR.....	6	
Other specify -> AQ64; C250 L2 C50.....	77	
DON'T KNOW.....	88	
Refused.....	99	
NON-PROFIT, SOCIAL/HEALTH SERVICES.....	7	I
TRANSPORTATION, IMPORTATION/EXPORTATION.....	8	I
WHOLESALE, DISTRIBUTION.....	9	I
ARTS, CULTURE, ENTERTAINMENT, RECREATION.....	10	I
ASSOCIATION, MEMBERSHIP ORGANIZATION, EG. UNION, TRADE ASSOCIATION.....	11	I

Q65

If... TYPE.EQ.1.AND.(QAPP3.EQ.1.OR.QAPP3.EQ.2)

(Patent Rep and Unrep)

Which of the following best describes the type of industry or the field in which you work?

READ/ ACCEPT ONE ANSWER

MECHANICAL CIVIL.....	1	
ELECTRICAL/PHYSICS	2	
COMPUTER RELATED	3	
ORGANIC CHEMISTRY	4	
BIOTECHNOLOGY	5	
OTHER CHEMISTRY.....	6	
Other specify -> AQ65; C250 L2 C50.....	77	
DON'T KNOW	88	
Refused.....	99	
MANUFACTURING, MENTIONS OF PRODUCTS MANUFACTURED, EG.		
AUTOMOTIVE	7	I
CONSTRUCTION	8	I
RESOURCE INDUSTRIES, EG. AGRICULTURE, OIL AND GAS,		
FORESTRY.....	9	I
HEALTH CARE, SOCIAL/EDUCATIONAL SERVICES, GENERAL	10	I
ARTS, CULTURE, ENTERTAINMENT, RECREATION.....	11	I
PROFESSIONAL SERVICES, BUSINESS SERVICES, EG. LAW FIRMS,		
CONSULTANTS, ENGINEERING, DESIGN.....	12	I
ENVIRONMENT-RELATED, EG. ENERGY, ENVIRONMENTALLY		
FRIENDLY TECHNOLOGY	13	I
RETAIL/SERVICE, VARIOUS	14	I

Q66

If... TYPE.EQ.4.AND.(QAPP3.EQ.1.OR.QAPP3.EQ.2)

(Copyright Rep and Unrep)

Which of the following best describes the type of industry or the field in which you work?

READ/ ACCEPT ONE ANSWER

FILMS & VIDEO INDUSTRIES.....	1	
PUBLISHING HOUSES.....	2	
ARTISTS, CREATORS, WRITERS.....	3	
TECHNOLOGICAL INDUSTRIES (RE: SOFTWARE).....	4	
MUSIC INDUSTRY	5	
Other specify -> AQ66; C250 L2 C50.....	77	
DON'T KNOW	88	
Refused.....	99	
PROFESSIONAL SERVICES, EG. CONSTRUCTION, ENGINEERING, LAW PRACTICE.....	6	I
HEALTH-CARE, SOCIAL/EDUCATIONAL SERVICES, GENERAL	7	I
RETAIL/SERVICE	8	I

Q67

If... TYPE.EQ.3.AND.(QAPP3.EQ.1.OR.QAPP3.EQ.2)

(Industrial Design Rep and Unrep)

Which of the following best describes the type of industry or the field in which you work?

READ/ ACCEPT ONE ANSWER

MANUFACTURING.....	1	
HIGH-TECH	2	
SERVICE/RETAIL	3	
RESOURCE INDUSTRIES (AGRICULTURE, FORESTRY, ETC.).....	4	
PROFESSIONAL SERVICES (LAW FIRMS, CONSULTANTS, ETC.)	5	
PUBLIC SECTOR	6	
Other specify -> AQ67; C250 L2 C50.....	77	
DON'T KNOW	88	
Refused.....	99	

Q68

Which of the following best describes the organization in which you work, at the number I called?

READ/ ACCEPT ONE ANSWER

- Public sector (government)..... 1
- Private sector 2
- Self-employed / Freelance..... 3
- DON'T KNOW 8
- Refused/Not applicable 9

Q69

Which of the following titles most closely approximates your position in your company?

READ/ ACCEPT ONE ANSWER

- PRESIDENT / CEO 1
- VICE-PRESIDENT 2
- MIDDLE MANAGEMENT 3
- FIRST LEVEL MANAGEMENT 4
- Other specify -> AQ69; C250 L2 C50 77
- DON'T KNOW 88
- Refused..... 99
- INTELLECTUAL PROPERTY/LLEGAL COUNSEL, EG. LAWYER,
ASSOCIATE, BARRISTER, TRADEMARK/PATENT AGENT 5 I
- CLERICAL POSITIONS, LEGAL SUPPORT POSITIONS, EG. SECRETARY,
ADMINISTRATIVE ASSISTANT, LEGAL/IP ASSISTANT, LAW CLERK,
PARALEGAL 6 I
- SENIOR MANAGEMENT, EXECUTIVE POSITIONS, EG. GENERAL
MANAGER, CHIEF TECHNICAL OFFICER, CHIEF FINANCIAL OFFICER 7 I
- DIRECTOR, GENERAL 8 I
- TECHNICAL PROFESSIONALS/POSITIONS, EG. DESIGNER, ENGINEER,
TECHNICIAN..... 9 I
- ARTISTS, INDEPENDENT ARTISTS, GENERAL, EG. WRITER, MUSICIAN. 10 I

Q70

In the past 24 months, how many &TYPE applications have you PERSONALLY FILED with CIPO?

READ/ ACCEPT ONE ANSWER

- Response -> AQ70; N4.0 [0-9997] 77
- DON'T KNOW 88
- Refused..... 99

Q71

In the past 24 months, how many &TYPE (s) have you PERSONALLY been granted by CIPO?

READ/ ACCEPT ONE ANSWER

Response -> AQ71; N4.0 [0-9997]	77
DON'T KNOW	88
Refused.....	99

THNK

Thank you for completing our survey!

End of Interview

Completion 1 D

QFIL [0,0]

If... IEMPTY(QEND)

We regret but your responses have shown that you are in a group that is already completed. Thank you for taking the time to assist us in our data collection.

THNK2 [0,0]

If... IEMPTY(QEND)

We regret but your responses have shown that you are ineligible to participate in this survey. Thank you for your time.

INTR2

N.B.: Si &pxn1 (le substitut) se trouve dans le même bureau, demandez à lui parler. S'il/si elle n'est PAS dans le même bureau – remerciez le répondant de vous avoir accordé de son temps et composez le nouveau numéro de téléphone (ci-dessus). Bonjour Madame/Monsieur. Puis-je parler à &pxn1?

Je suis _____ et je vous téléphone pour le compte d'Industrie Canada et de son agence, l'Office de la propriété intellectuelle du Canada (OPIC), qui ont chargé notre cabinet, les Associés de recherche Ekos, d'effectuer un sondage sur la satisfaction de la clientèle à l'égard des produits et des services de l'OPIC. Dans une discussion que j'ai eue au préalable avec M./Mme _____, il/elle m'a indiqué qu'il/elle préférerait que vous soyez son substitut et que vous répondiez en son nom au questionnaire. Le présent sondage a été enregistré auprès de l'Association de la recherche et de l'intelligence marketing (ARIM). Votre participation est volontaire et l'information que vous me fournirez ne permettra à personne de vous identifier ou d'identifier votre entreprise, et elle n'aura aucune incidence sur la protection de la propriété intellectuelle que _____ détient présentement ou pourrait détenir à l'avenir. Il vous faudra environ 20 minutes pour répondre au questionnaire. Les résultats de ce sondage vont permettre à l'OPIC d'améliorer ses services. Ils seront partagés avec deux associations professionnelles, l'Institut de la propriété intellectuelle du Canada (IPIC) et la Fédération internationale des conseils en propriété industrielle (FICPI). N.B. : Si la personne hésite : Y aurait-il un meilleur moment pour vous rappeler?

Accepte – CONTINUER OK 1

SCR1

Travaillez-vous ou quelqu'un de votre famille immédiate travaille-t-il pour l'une ou l'autre des organisations suivantes...

Industrie Canada.....	1	->THNK2
L'Office de la propriété intellectuelle du Canada.....	2	->THNK2
Une société d'étude de marchés	3	->THNK2
Aucun des précédents	8	
NE SAIT PAS/REFUS DE RÉPONDRE.....	9	->THNK2

PRIV [0,0]

Cet appel peut être enregistré pour contrôle de la qualité ou formation.

SEX

Inscrire le sexe du répondant

NE PAS DEMANDER

Homme	1
Femme	2

LANGI

Inscrire la langue de correspondance

NE PAS DEMANDER

Anglais	1
Français	2

Q1

Tout d'abord, lorsque vous pensez déposer une demande de propriété intellectuelle, identifiez-vous plus l'Office de la propriété intellectuelle du Canada (OPIC) comme l'organisme avec lequel vous faites affaire ou vous identifiez-vous davantage avec la Direction des brevets, la Direction des marques de commerce, le Bureau du droit d'auteur ou la Division des dessins industriels?

OPIC.....	1
Brevets, marques de commerce, etc.	2
Je ne sais pas (NE PAS LIRE).....	8
Refus de répondre (NE PAS LIRE).....	9

S1 [0,0]

Vous savez sans doute que l'OPIC est l'organisme fédéral chargé d'administrer le régime de propriété intellectuelle. Il comprend la Direction des brevets, le Bureau du droit d'auteur, la Direction des marques de commerce et la Division des dessins industriels, responsables de l'enregistrement ou de l'octroi des droits de propriété intellectuelle.

Q2X [1,4]

If... QAPP.EQ.3

Agents only

Ces deux dernières années, avez-vous déposé une demande de propriété intellectuelle auprès de l'OPIC pour des droits dans l'un ou plusieurs des domaines suivants?

LIRE/ACCEPTER TOUTES LES RÉPOSNES

Brevets.....	1		
Marques de commerce.....	2		
Dessins industriels.....	3		
Droit d'auteur.....	4		
Aucun des précédents.....	7	BX	->THNK2
JE NE SAIS PAS.....	8	BX	->THNK2
Refus de répondre.....	9	BX	->THNK2

S1A

If... QAPP.EQ.3

Agents only

Brevets.....	1
Other.....	0

S1B

If... QAPP.EQ.3

Agents only

Marques de commerce.....	2
Other.....	0

S1C

If... QAPP.EQ.3

Agents only

Dessins industriels.....	3
Other.....	0

S1D

If... QAPP.EQ.3

Agents only

Droit d'auteur.....	4
Other.....	0

CHECK1

If... QAPP.EQ.3

Agents only

1.....	1	
2.....	2	->THNK2
0.....	0	

Q3

If... TYPE.EQ.1.AND.QAPP.EQ.3

Patents agents only

Quel groupe technologique votre dernière demande visait-elle?

Électrique	1	
Mécanique	2	
Chimique	3	
Biotechnologique.....	4	
JE NE SAIS PAS.....	8	X
Refus de répondre.....	9	X

Q4RUX [1,4]

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Ces deux dernières années, avez-vous déposé une demande de propriété intellectuelle auprès de l'OPIC, directement ou par l'entremise d'un agent qui vous représentait, pour l'un ou plusieurs des droits suivants?

LIRE/ACCEPTER TOUTES LES RÉPONSES

Brevets.....	1	
Marques de commerce.....	2	
Dessins industriels.....	3	
Droit d'auteur	4	
Aucun des précédents.....	7	BX ->THNK2
JE NE SAIS PAS.....	8	BX ->THNK2
Refus de répondre.....	9	BX ->THNK2

S2A

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Brevets.....	1
Other.....	0

S2B

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Marques de commerce..... 2
 Other..... 0

S2C

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Dessins industriels..... 3
 Other..... 0

S2D

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Droit d'auteur..... 4
 Other..... 0

CHECK2

If... QAPP.EQ.1-2

Rep and Unrep Clients only

1..... 1
 2..... 2 ->THNK2
 0..... 0

Q5

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Ces deux dernières années avez-vous, **PERSONNELLEMENT** ou par l'entremise d'un AGENT, déposé une demande de protection de propriété intellectuelle à l'extérieur du Canada?

Lire la liste

Oui-personnellement..... 1
 Oui-par l'entremise d'un AGENT..... 2
 Non..... 3
 JE NE SAIS PAS..... 8
 Refus de répondre..... 9

Q6RU

If... QAPP.EQ.1-2

Rep and Unrep Clients only

La plupart de vos demandes de &TYPE auprès de l’OPIC ont-elles été déposées directement ou par l’entremise d’un agent?

ACCEPTER UNE SEULE RÉPONSE

Directement	1	->QAPP2
Agent	2	->Q6A
JE NE SAIS PAS.....	8	->THNK2
Refus de répondre.....	9	->THNK2

Q6A

If... QAPP.EQ.1-2

Rep and Unrep Clients only

Avez-vous traité avec un agent canadien ou américain?

Agent canadien	1
Agent américain	2
Agent canadien et américain.....	3
JE NE SAIS PAS.....	8
Refus de répondre.....	9

QAPP2

If... QAPP.EQ.1-2

Rep and Unrep Clients only

QAPP2=((Q6RU==2)?1:(Q6RU==1)?2:0)

1	1
2.....	2
0.....	0

QAPP3

QAPP3=((QAPP2==1)?1:(QAPP2==2)?2:QAPP)

Représenté	1
Non représenté.....	2
Agent	3

S3R [0,0]

If... QAPP3.EQ.1

Rep Clients only

Veillez répondre aux questions qui suivent en fonction de la dernière &Type demande de propriété intellectuelle que vous avez déposée, pour laquelle vous-étiez &QAPP3.

S3R2 [0,0]

If... QAPP3.EQ.1

Rep Clients only

Note to Interviewer: For the rest of the survey we are talking about the most recent &Type application that was filed. The respondent hereafter is classified as &QAPP3.Represented means: They had an agent file the &Type application with CIPO for them.

S3U [0,0]

If... QAPP3.EQ.2

Unrep Clients only

Veillez répondre aux questions qui suivent en fonction de la dernière &Type demande de propriété intellectuelle que vous avez déposée, pour laquelle vous-étiez &QAPP3.

S3U2 [0,0]

If... QAPP3.EQ.2

Unrep Clients only

Note to Interviewer: For the rest of the survey we are talking about the most recent &Type application that was filed. The respondent hereafter is classified as &QAPP3.Unrepresented means: They filed the &Type application with CIPO themselves.

S3A [0,0]

If... QAPP3.EQ.3

Agent only

Veillez répondre aux questions qui suivent en fonction de la dernière &Type demande de propriété intellectuelle que vous avez déposée, pour laquelle vous-étiez un &QAPP3.

S3A2 [0,0]

If... QAPP3.EQ.3

Agent only

Note to Interviewer: For the rest of the survey we are talking about the most recent &Type application that was filed. The respondent hereafter is classified as &QAPP3. Agent means: They are an agent who filed a &Type application with CIPO for someone else (i.e. a client).

Q10

Dites-moi dans quelle mesure vous êtes satisfait des produits et services de l'OPIC. Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.....	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q11

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

De quelle façon avez-vous communiqué avec l'OPIC la première fois pour vous renseigner sur ses produits et services?

En personne	1	
Au téléphone.....	2	
Par Internet	3	
Par courriel	4	
Par la poste	5	
Par télécopieur.....	6	
Lors d'une foire commerciale.....	7	
Jamais communiqué directement avec l'OPIC.....	8	
Aucun moyen particulier	9	B
Autre (NE PAS LIRE) -> AQ11; C250 L2 C75.....	77	B
JE NE SAIS PAS (NE PAS LIRE).....	88	BX
Refus de répondre (NE PAS LIRE).....	99	BX
10.....	10	I
11.....	11	I
12.....	12	I

Q12A [0,0]

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

Les questions suivantes concernent vos points de vue et impressions au sujet de l'accessibilité aux SERVICES DE L'OPIC EN MATIÈRE DE PROPRIÉTÉ INTELLECTUELLE. En ayant à l'esprit la dernière fois que vous avez communiqué avec l'OPIC pour des services ou de l'information, dites-moi s'il vous plaît si vous êtes d'accord ou en désaccord avec les énoncés suivants, selon une échelle de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

Q12A1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

On sait précisément qui contacter à l'OPIC pour se faire servir (UA seulement)

Points de vue et impressions concernant l'accessibilité aux SERVICES DE L'OPIC EN MATIÈRE DE PROPRIÉTÉ INTELLECTUELLE

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE/PAS APPLICABLE.....	9

Q12A2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

Les heures de service sont convenables (UA seulement)

Points de vue et impressions concernant l'accessibilité aux SERVICES DE L'OPIC EN MATIÈRE DE PROPRIÉTÉ INTELLECTUELLE

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE/PAS APPLICABLE.....	9

Q12A3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3.AND.Q11.NE.8

Unrepresented and agent who had some type of direct contact with CIPO

Il est facile de rejoindre le bon employé de l'OPIC qui réglera mon problème ou répondra à mes besoins (UA seulement)

Points de vue et impressions concernant l'accessibilité aux SERVICES DE L'OPIC EN MATIÈRE DE PROPRIÉTÉ INTELLECTUELLE

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE/PAS APPLICABLE.....	9

Q12A4

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

En fin de compte, l'OPIC m'a procuré l'information dont j'avais besoin

Points de vue et impressions concernant l'accessibilité aux SERVICES DE L'OPIC EN MATIÈRE DE PROPRIÉTÉ INTELLECTUELLE

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q12A5

If... QAPP3.EQ.2.OR.QAPP3.EQ.3.AND.Q11.NE.8

Unrepresented and agent who had some type of direct contact with CIPO

J'ai traité avec un nombre raisonnable de personnes pour obtenir l'information qu'il me fallait

Points de vue et impressions concernant l'accessibilité aux SERVICES DE L'OPIC EN MATIÈRE DE PROPRIÉTÉ INTELLECTUELLE

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE/PAS APPLICABLE.....	9

Q12B [0,0]

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

Et maintenant, en matière de propriété intellectuelle et de l'accessibilité aux services de l'OPIC, quelle importance accordez-vous à ces aspects, où 1 signifie pas du tout important et 5, très important, 3 étant le point milieu. Dans quelle mesure cet aspect est-il important...?

Q12B1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

Savoir précisément qui contacter à l'OPIC pour se faire servir (UA seulement)

Importance pour vous de cet aspect...

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q12B2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

Des heures de service convenables (UA seulement)

Importance pour vous de cet aspect...

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q12B3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3.AND.Q11.NE.8

Unrepresented and agent who had some type of direct contact with CIPO

Facilité de rejoindre le bon employé à l'OPIC afin de régler mon problème ou répondra à mes besoins (UA seulement)

Importance pour vous de cet aspect...

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q12B4

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

Me procurer l'information dont j'ai besoin

Importance pour vous de cet aspect...

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q12B5

If... QAPP3.EQ.2.OR.QAPP3.EQ.3.AND.Q11.NE.8

Unrepresented and agent who had some type of direct contact with CIPO

Traiter avec un nombre raisonnable de personnes pour obtenir l'information dont j'ai besoin

Importance pour vous de cet aspect...

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q13

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrepresented and agent

Globalement en matière de propriété intellectuelle, dans quelle mesure êtes-vous satisfait de la facilité d'accès aux services de l'OPIC? Veuillez utiliser une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q14

Ces deux dernières années, avez-vous porté plainte auprès de l'OPIC?

Oui.....	1
Non.....	2
Je ne sais pas (NE PAS LIRE).....	8
Refus de répondre (NE PAS LIRE).....	9

Q15 [0,0]

If... Q14.EQ.1

ALL who had a complaint

Les questions suivantes concernent vos points de vue ou impressions au sujet de l'aptitude de l'OPIC à donner suite à vos plaintes. Pour chacun des énoncés suivants, dites-moi s'il vous plaît si vous êtes d'accord ou en désaccord, selon une échelle de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

Q15A1

If... Q14.EQ.1

ALL who had a complaint

On s'est occupé de ma plainte en temps opportun

D'accord/en désaccord avec cet aspect de la procédure relative aux plaintes

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu.....	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q15A2

If... Q14.EQ.1

ALL who had a complaint

Je suis satisfait de la façon dont on a traité ma plainte

D'accord/en désaccord avec cet aspect de la procédure relative aux plaintes

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu.....	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q16

If... Q14.EQ.1

ALL who had a complaint

Globalement, dans quelle mesure êtes-vous satisfait de la procédure de l’OPIC relative aux plaintes? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

- 1.très insatisfait..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.très satisfait..... 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

TYPERECALL

TYPERECALL=(((\$QAPP3==1)?1:(\$QAPP3==2)?2:(\$QAPP3==3)?3:0)

- votre agent..... 1
- l’OPIC 2
- l’OPIC 3

Q17A [0,0]

Pour chacun des énoncés suivants au sujet des communications de &TYPERECALL, dites-moi s’il vous plaît si vous êtes d’accord ou en désaccord, selon une échelle de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d’accord, 3 étant le point milieu.

Q17A1

On m'a expliqué tout ce qu'il fallait faire pour obtenir une protection de propriété intellectuelle (URA)

- 1.Fortement en désaccord..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Fortement d'accord..... 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q17A2

If... QAPP3.EQ.2

unrep

Les renseignements ou l'aide que j'ai reçus de l'OPIC m'ont aidé à prendre une décision concernant le dépôt d'une demande de propriété intellectuelle (U)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q17A3

If... QAPP3.EQ.1

rep

Les renseignements ou l'aide que j'ai reçus de mon agent m'ont aidé à prendre une décision concernant le dépôt d'une demande de propriété intellectuelle (R)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q17A4

If... QAPP3.EQ.1

rep

La correspondance de mon agent était facile à comprendre (R)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q17B [0,0]

Au moment de déposer une demande de propriété intellectuelle ou de traiter avec &TYPERECALL. Et en pensant aux communications de votre organisation avec &TYPERECALL, quelle est l'importance des aspects suivants? Veuillez répondre selon une échelle de 5 points où 1 signifie pas du tout important et 5, très important, 3 étant le point milieu. Dans quelle mesure cet aspect est-il important...?

Q17B1

M'expliquer tout ce qu'il faut faire pour obtenir une protection de propriété intellectuelle (URA)

L'importance de vos organisations avec &TYPERECALL au moment de déposer une demande de propriété intellectuelle ou de traiter avec &TYPERECALL?

- 1.Pas du tout important..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Très important 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q17B2

If... QAPP3.EQ.2

unrep

Recevoir des renseignements ou l'aide de l'OPIIC afin de m'aider à prendre une décision concernant le dépôt d'une demande de propriété intellectuelle (U)

L'importance de vos organisations avec &TYPERECALL au moment de déposer une demande de propriété intellectuelle ou de traiter avec &TYPERECALL?

- 1.Pas du tout important..... 1
 - 2..... 2
 - 3.Point milieu 3
 - 4..... 4
 - 5.Très important 5
 - JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9
-

Q17B3

If... QAPP3.EQ.1

rep

Recevoir des renseignements ou l'aide de mon agent afin de m'aider à prendre une décision concernant le dépôt d'une demande de propriété intellectuelle (R)

L'importance de vos organisations avec &TYPERECALL au moment de déposer une demande de propriété intellectuelle ou de traiter avec &TYPERECALL?

- 1.Pas du tout important..... 1
 2..... 2
 3.Point milieu 3
 4..... 4
 5.Très important 5
 JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q17B4

If... QAPP3.EQ.1

rep

Facilité à comprendre la correspondance de mon agent (R)

L'importance de vos organisations avec &TYPERECALL au moment de déposer une demande de propriété intellectuelle ou de traiter avec &TYPERECALL?

- 1.Pas du tout important..... 1
 2..... 2
 3.Point milieu 3
 4..... 4
 5.Très important 5
 JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q18

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

unrep and agent only

Globalement, dans quelle mesure êtes-vous satisfait des communications de l'OPIC? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

- 1.très insatisfait..... 1
 2..... 2
 3.Point milieu 3
 4..... 4
 5.très satisfait..... 5
 JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q19

If... QAPP3.EQ.1

Rep only

Globalement, dans quelle mesure êtes-vous satisfait des communications de votre agent? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q20

Consultez-vous le « Bulletin de nouvelles » électronique de l'OPIC?

Oui.....	1
Non.....	2
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q21

If... Q20.EQ.1

Only who read CIPO's E-News

Trouvez-vous utile le Bulletin de nouvelles électronique de l'OPIC? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie pas du tout utile et 5, très utile, 3 étant le point milieu.

1.Pas du tout utile	1
2.....	2
3.Point milieu	3
4.....	4
5.Très utile.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q22

Quel est votre moyen préféré pour recevoir de l'information sur la PI (propriété intellectuelle)?

En personne	1	
Par l'entremise d'un agent d'information ou de sensibilisation	2	
Par l'entremise d'un agent de la PI.....	3	
Au téléphone.....	4	
Au moyen du site Web de l'OPIC	5	
Par courriel	6	
Par bulletin électronique ou le Bulletin de nouvelles de l'OPIC	7	
Par la poste	8	
Par télécopieur.....	9	
Lors d'une foire commerciale.....	10	
Lors d'un atelier	11	
Par d'autres technologies électroniques (blogues, webinaires, forums, fils de nouvelles, etc.).....	12	
Aucun moyen particulier (lire en dernier)	13	B
Autre (NE PAS LIRE) -> AQ22; C250 L2 C50.....	77	B
JE NE SAIS PAS (NE PAS LIRE).....	88	BX
Refus de répondre (NE PAS LIRE).....	99	BX
14.....	14	I

Q23A [0,0]

Dites-moi s'il vous plaît dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants au sujet de la rapidité du service et du personnel avec qui vous avez traité la dernière fois que vous avez déposé une demande de propriété intellectuelle auprès de l'OPIC. Veuillez répondre selon une échelle de 5 points où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

Q23A1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

J'ai reçu mon premier rapport dans un délai raisonnable (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE/NOT APPLICABLE.....	9

Q23A2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

J'ai obtenu une décision finale dans un délai raisonnable (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q23A3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

L'OPIC prend le temps qu'il faut pour répondre aux demandes de renseignements et autres (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE/NOT APPLICABLE.....	9

Q23A4

If... QAPP3.EQ.1

rep

J'ai pu entrer en contact avec mon agent sans difficulté (R)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q23A5

If... QAPP3.EQ.1

rep

En fin de compte, mon agent m'a procuré l'information dont j'avais besoin (R)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q23B [0,0]

Et maintenant, sur une échelle de 5 points où 1 signifie pas du tout important et 5, très important, 3 étant le point milieu, en pensant au processus de dépôt d'une demande de propriété intellectuelle auprès de l'OPIC, dites-moi quelle importance vous accordez aux aspects suivants. Dans quelle mesure cet aspect est-il important...?

Q23B1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

Recevoir mon premier rapport dans délai raisonnable (UA)

Importance de ceci... (dans l'obtention d'une protection de la propriété intellectuelle)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q23B2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

Obtenir une décision finale dans un délai raisonnable (UA)

Importance de ceci... (dans l'obtention d'une protection de la propriété intellectuelle)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q23B3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agents

Obtenir de l'OPIIC des réponses aux demandes de renseignements et autres dans un laps de temps approprié (UA)

Importance de ceci... (dans l'obtention d'une protection de la propriété intellectuelle)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q23B4

If... QAPP3.EQ.1

rep

Entrer en contact avec mon agent sans difficulté (R)

Importance de ceci... (dans l'obtention d'une protection de la propriété intellectuelle)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q23B5

If... QAPP3.EQ.1

rep

En fin de compte, obtenir de mon agent l'information dont j'ai besoin (R)

Importance de ceci... (dans l'obtention d'une protection de la propriété intellectuelle)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q24

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Globalement, dans quelle mesure êtes-vous satisfait du temps qu'il a fallu à l'OPIC pour traiter votre demande de propriété intellectuelle? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q25

If... QAPP3.EQ.1

rep

Globalement, dans quelle mesure êtes-vous satisfait du temps qu'il a fallu à votre agent pour répondre à vos demandes de renseignements et donner suite à vos directives? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q26

If... QAPP3.EQ.2.OR.QAPP3.EQ.3.AND.Q11.NE.8

Unrepresented and agent who had some type of direct contact with CIPO

Globalement, dans quelle mesure êtes-vous satisfait du personnel de l'OPIC qui vous a servi? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q27

If... QAPP3.EQ.1

Rep only

Globalement, dans quelle mesure êtes-vous satisfait de l'agent qui vous a servi? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q28A [0,0]

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Je vais vous lire quelques énoncés concernant le processus de paiement à l'OPIC. Pour chacun, dites-moi s'il vous plaît si vous êtes d'accord ou en désaccord, selon une échelle de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

Q28A1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Le processus de paiement est simple (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q28A2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Le processus de paiement est commode (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q28A3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Je reçois en temps opportun des réponses aux questions relatives à mon état de compte (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE/NOT APPLICABLE.....	9

Q28A4

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Les états financiers sont utiles (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q28A5

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Les remboursements sont reçus en temps opportun (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE/NOT APPLICABLE.....	9

Q28B [0,0]

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

De nouveau, sur une échelle de 5 points où 1 signifie pas du tout important et 5, très important, 3 étant le point milieu, en pensant au processus de paiement de l'OPIC, dites-moi quelle importance vous accordez aux éléments suivants. Dans quelle mesure cet aspect est-il important...?

Q28B1

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Un processus de paiement simple (UA)

Importance de cet aspect... (du processus de paiement)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q28B2

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Un processus de paiement commode (UA)

Importance de cet aspect... (du processus de paiement)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q28B3

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Recevoir en temps opportun des réponses aux questions relatives à mon état de compte (UA)

Importance de cet aspect... (du processus de paiement)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q28B4

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Des états financiers utiles (UA)

Importance de cet aspect... (du processus de paiement)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q28B5

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Recevoir les remboursements en temps opportun (UA)

Importance de cet aspect... (du processus de paiement)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q29

Seriez-vous intéressé à payer vos droits par transfert électronique de fonds (TEF)

Oui.....	1
Non.....	2
(DO NOT READ) Not applicable-does not pay fees directly	8
(DO NOT READ)JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q30

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Globalement, dans quelle mesure êtes-vous satisfait du processus de paiement de l'OPIC? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q31

Dans quelle mesure êtes-vous d'accord ou en désaccord avec l'énoncé selon lequel les services et les produits de l'OPIC que vous ou votre organisation utilisez en valent le coût? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q32

Dans quelle mesure êtes-vous d'accord ou en désaccord avec l'énoncé selon lequel les coûts d'ensemble pour l'obtention d'une protection de propriété intellectuelle au Canada sont raisonnables par rapport à ceux des autres pays? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q33A [0,0]

Et maintenant, dites-moi s'il vous plaît dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants qui comparent l'OPIC à d'autres offices de la propriété intellectuelle que vous avez utilisés. Veuillez répondre selon une échelle de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

Q33A1

L'OPIC est un office de la propriété intellectuelle (OPI) de premier plan (RUA)

- 1.Fortement en désaccord..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Fortement d'accord..... 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q33A2

L'OPIC jouit d'une bonne renommée (RUA)

- 1.Fortement en désaccord..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Fortement d'accord..... 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q33A3

L'OPIC fait la promotion des intérêts internationaux du Canada en matière de PI de façon efficace(RUA)

- 1.Fortement en désaccord..... 1
 - 2..... 2
 - 3.Point milieu 3
 - 4..... 4
 - 5.Fortement d'accord..... 5
 - JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9
-

Q34 [1,13]

If... Q5.EQ.1.OR.Q5.EQ.2

Those who say yes to Q5

Ces deux dernières années, dans quels territoires/pays parmi les suivants avez-vous déposé une demande de propriété intellectuelle (PI)?

LIRE LA LISTE

Australie	1	
Allemagne	2	
Europe	3	
Japon.....	4	
Chine	5	
Royaume-Uni	6	
États-Unis	7	
Autre (NE PAS LIRE) -> AQ34; C250 L2 C50.....	77	B
JE NE SAIS PAS (NE PAS LIRE).....	88	BX
Refus de répondre (NE PAS LIRE).....	99	BX
9.....	9	I
10.....	10	I
11.....	11	I
12.....	12	I
13.....	13	I

Q35

If... (Q5.EQ.1.OR.Q5.EQ.2).AND.(Q34.EQ.1-7,77)

Those who mentioned a country at Q34

Dans l'ensemble, comment évalueriez-vous les services de l'OPIC comparativement à ceux de l'office de la propriété intellectuelle (PI) de &Q34? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie bien moins bons, 5, bien meilleurs et 3, identiques.

1.Bien moins bons	1
2.....	2
3.Identiques	3
4.....	4
5.Bien meilleurs.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q36

If... (Q5.EQ.1.OR.Q5.EQ.2).AND.(Q34.EQ.1-7,77)

Those who mentioned a country at Q34

Quel est dans l'ensemble, votre degré de satisfaction à l'égard de l'office de la propriété intellectuelle (PI) de &Q34? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q37

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Dans l'ensemble, diriez-vous qu'au cours de ces deux dernières années (24 mois) la qualité du service offert par l'OPIC...?

s'est améliorée.....	1
est restée la même.....	2
s'est détériorée.....	3
JE NE SAIS PAS.....	8
Refus de répondre.....	9

Q38

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Dans l'ensemble, comment l'OPIC se compare-t-il aux autres ministères ou agences du gouvernement avec lesquels vous avez fait affaire? Diriez-vous que l'OPIC offre un service...?

Bien meilleur	1
Meilleur	2
Équivalent.....	3
Moins bon.....	4
Bien moins bon.....	5
JE NE SAIS PAS.....	8
Refus de répondre.....	9

Q38A [1,3]

If... Q38.EQ.1,2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Unrep and agent who said better

Pourquoi êtes-vous de cet avis?

Réponse -> AQ38A; C250 L2 C75	77	
JE NE SAIS PAS.....	88	
Refus de répondre.....	98	
1.....	1	I
2.....	2	I
4.....	4	I
7.....	7	I
8.....	8	I
9.....	9	I
10.....	10	I
11.....	11	I
12.....	12	I
14.....	14	I

Q38B [1,3]

If... Q38.EQ.4,5.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Unrep and agent who said worse

Pourquoi êtes-vous de cet avis?

Réponse -> AQ38B; C250 L2 C75.....	77	
JE NE SAIS PAS.....	88	
Refus de répondre.....	98	
10.....	10	I
1.....	1	I
2.....	2	I
5.....	5	I
6.....	6	I
7.....	7	I
8.....	8	I
9.....	9	I

Q39

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Une organisation qui est axée sur sa clientèle écoute ses clients et répond à leurs besoins. D'après cette définition, diriez-vous que l'OPIC est une organisation axée sur sa clientèle? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d'accord.

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q40

Dans quelle mesure êtes-vous satisfait du rendement de l'OPIC pour ce qui est de vous consulter sur les changements potentiels qui pourraient vous affecter? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q41

Tout compte fait, dans quelle mesure êtes-vous satisfait des produits et services de l'OPIC? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q42

If... QAPP3.EQ.2.OR.QAPP3.EQ.3

Unrep and agent

Nous venons de toucher à de nombreux aspects du service offert par l'OPIC. Quel serait globalement votre degré de satisfaction du service offert par l'OPIC en matière de &TYPE? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q43

If... QAPP3.EQ.1

(represented only)

Nous venons de toucher à de nombreux aspects du service offert par votre agent. Quel serait globalement votre degré de satisfaction du service offert par votre agent en matière de &TYPE? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q44

Dans l'ensemble, quelle est votre impression générale de l'OPIC? Veuillez me dire si vous avez une impression favorable ou défavorable en vous servant d'une échelle de 1 à 5 où 1 signifie très défavorable et 5, très favorable, 3 étant le point milieu.

1.Très défavorable.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très favorable.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q45A [0,0]

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Dites-moi s'il vous plaît dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants au sujet de la Direction des brevets et des Recherches nationales. Veuillez répondre selon une échelle de 5 points où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

Q45A1

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Les recherches sont précises (UA)

- | | |
|---------------------------------------|---|
| 1.Fortement en désaccord..... | 1 |
| 2..... | 2 |
| 3.Point milieu | 3 |
| 4..... | 4 |
| 5.Fortement d'accord..... | 5 |
| JE NE SAIS PAS/REFUS DE RÉPONDRE..... | 9 |

Q45A2

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Les recherches sont pertinentes (UA)

- | | |
|---------------------------------------|---|
| 1.Fortement en désaccord..... | 1 |
| 2..... | 2 |
| 3.Point milieu | 3 |
| 4..... | 4 |
| 5.Fortement d'accord..... | 5 |
| JE NE SAIS PAS/REFUS DE RÉPONDRE..... | 9 |
-

Q45A3

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

Pat Unrep and agent

Les recherches sont approfondies (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q45A4

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

Pat Unrep and agent

Les recherches sont cohérentes (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q45B [0,0]

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

Pat Unrep and agent

Et maintenant en pensant aux Recherches nationales, dites-moi quelle est pour vous ou votre organisation l'importance de chacun de ces aspects, où 1 signifie pas du tout important et 5, très important, 3 étant le point milieu. Dans quelle mesure cet aspect est-il important...?

Q45B1

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Des recherches précises (UA)

Importance de cet aspect... (des recherches nationales)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q45B2

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Des recherches pertinentes (UA)

Importance de cet aspect... (des recherches nationales)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q45B3

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Des recherches approfondies (UA)

Importance de cet aspect... (des recherches nationales)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q45B4

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Des recherches cohérentes (UA)

Importance de cet aspect... (des recherches nationales)

- 1.Pas du tout important..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Très important 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q46

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Globalement, dans quelle mesure êtes-vous satisfait de la qualité des recherches nationales de l’OPIC? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

- 1.très insatisfait..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.très satisfait..... 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q47A [0,0]

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Je vais vous lire des énoncés au sujet de l’examen national. Pour chaque énoncé, dites-moi s’il vous plaît si vous êtes d’accord ou en désaccord, selon une échelle de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d’accord, 3 étant le point milieu.

Q47A1

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Le premier rapport de l'examineur est complet (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47A1DUM [0,0]

If... 1.EQ.0

Q47A2

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Les mesures subséquentes prises par l'examineur sont communiquées en temps opportun (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47A2DUM [0,0]

If... 1.EQ.0

Q47A3

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Les objections soulevées lors de l'examen sont justes (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47A3DUM [0,0]

If... 1.EQ.0

Q47A4

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Les rapports écrits sont clairs (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47A5

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Toute autre correspondance liée au brevet est facile à comprendre (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47A6

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Les dispositions de la Loi et du Règlement sont appliquées comme il se doit (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47A6DUM [0,0]

If... 1.EQ.0

Q47A7

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Les examens sont approfondis (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47A7DUM [0,0]

If... 1.EQ.0

Q47A8

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Les examens sont consistants (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47A8DUM [0,0]

If... 1.EQ.0

Q47A9

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Le personnel affecté à l'examen est compétent (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47A9DUM [0,0]

If... 1.EQ.0

Q47B [0,0]

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Et maintenant, dites-moi quelle est pour vous l'importance de chacun de ces aspects de l'examen national, où 1 signifie pas du tout important et 5, très important, 3 étant le point milieu. Dans quelle mesure cet aspect est-il important...?

Q47B1

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Un premier rapport de l'examineur complet (UA)

Importance de cet aspect... (de l'examen national)

- 1.Pas du tout important..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Très important 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q47B1DUM [0,0]

If... 1.EQ.0

Q47B2

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Des mesures subséquentes prises par l'examineur communiquées en temps opportun (UA)

Importance de cet aspect... (de l'examen national)

- 1.Pas du tout important..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Très important 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q47B2DUM [0,0]

If... 1.EQ.0

Q47B3

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Les objections soulevées lors de l'examen soient justes (UA)

Importance de cet aspect... (de l'examen national)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47B3DUM [0,0]

If... 1.EQ.0

Q47B4

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Des rapports écrits clairement (UA)

Importance de cet aspect... (de l'examen national)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47B5

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Facilité de comprendre toute autre correspondance liée au brevet (UA)

Importance de cet aspect... (de l'examen national)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47B6

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Application comme il se doit, des dispositions de la Loi et du Règlement (UA)

Importance de cet aspect... (de l'examen national)

- 1.Pas du tout important..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Très important 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q47B6DUM [0,0]

If... 1.EQ.0

Q47B7

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Des examens approfondis (UA)

Importance de cet aspect... (de l'examen national)

- 1.Pas du tout important..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Très important 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q47B7DUM [0,0]

If... 1.EQ.0

Q47B8

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Des examens consistants (UA)

Importance de cet aspect... (de l'examen national)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47B8DUM [0,0]

If... 1.EQ.0

Q47B9

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Du personnel affecté à l'examen compétent (UA)

Importance de cet aspect... (de l'examen national)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q47B9DUM [0,0]

If... 1.EQ.0

Q48

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Globalement, dans quelle mesure êtes-vous satisfait de la qualité des examens à l'échelle nationale de l'OPIC? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

- 1.très insatisfait..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.très satisfait..... 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q49 [0,0]

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Je vais vous lire deux énoncés. Pour chacun, dites-moi s'il vous plaît si vous êtes d'accord ou en désaccord, selon une échelle de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

Q49A

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

Pat Unrep and agent

Un délai de quatre semaines est acceptable pour l'émission d'un certificat de dépôt (UA)

- 1.Fortement en désaccord..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Fortement d'accord..... 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q49B

If... TYPE.EQ.1.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

Pat Unrep and agent

Un délai de huit semaines est acceptable pour obtenir une confirmation d'entrée dans la phase nationale des demandes PCT (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q50

If... TYPE.EQ.1.AND.QAPP3.EQ.3

(PATENT agents only)

L'OPIC vous a-t-il déjà émis un rapport de recherche internationale et une opinion écrite?

Oui.....	1
Non.....	2
JE NE SAIS PAS.....	8
Refus de répondre.....	9

Q51A [0,0]

If... TYPE.EQ.1.AND.Q50.EQ.1

Patent

Je vais vous lire quelques énoncés concernant les rapports de recherche internationale émis par l'OPIC ainsi que le processus d'examen. Pour chacun, dites-moi s'il vous plaît si vous êtes d'accord ou en désaccord, selon une échelle de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

Q51A1

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Les recherches internationales et opinions écrites sont utiles pour décider s'il faut poursuivre une demande à l'échelle nationale (A)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51A2

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Les rapports de recherche internationale sont approfondis (A)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51A3

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Les opinions écrites traitent correctement la nouveauté et l'évidence (A)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51A4

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Les examinateurs sont accessibles au cours de l'examen en vertu du chapitre II du PCT (A)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51A5

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Les opinions écrites traitent correctement les questions non liées à l'évidence et à la nouveauté

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51A6

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

L'OPIC fournit l'information nécessaire sur la poursuite des demandes internationales (A)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51A7

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Les recherches internationales sont précises

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51A8

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Les recherches internationales sont pertinentes

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51A9

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Les recherches internationales sont consistantes

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51A10

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Les examens sont approfondis

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu.....	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51A11

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Les examens sont consistants

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu.....	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51B [0,0]

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Sur une échelle de 1 à 5 où 1 signifie pas du tout important et 5, très important, 3 étant le point milieu, dites-moi s'il vous plaît quelle est pour votre organisation l'importance de ces aspects des rapports de recherche internationale et des opinions écrites. Dans quelle mesure cet aspect est-il important...?

Q51B1

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Des recherches internationales et opinions écrites utiles pour décider s'il faut poursuivre une demande à l'échelle nationale (A)

Importance de cet aspect... (des rapports de rech. internationale et du processus d'examen de l'OPIC)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51B2

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Des rapports de recherche internationale approfondis (A)

Importance de cet aspect... (des rapports de rech. internationale et du processus d'examen de l'OPIC)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51B3

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Des opinions écrites traitant correctement la nouveauté et l'évidence (A)

Importance de cet aspect... (des rapports de rech. internationale et du processus d'examen de l'OPIC)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51B4

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Que les examinateurs soient accessibles au cours de l'examen en vertu du chapitre II du PCT (A)

Importance de cet aspect... (des rapports de rech. internationale et du processus d'examen de l'OPIC)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51B5

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Que les opinions écrites traitent correctement des questions non liées à l'évidence et à la nouveauté

Importance de cet aspect... (des rapports de rech. internationale et du processus d'examen de l'OPIC)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51B6

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Que l'OPIC fournisse l'information nécessaire sur les formalités de dépôt pour les demandes de brevets étrangers (A)

Importance de cet aspect... (des rapports de rech. internationale et du processus d'examen de l'OPIC)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51B7

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Que les recherches internationales soient précises

Importance de cet aspect... (des rapports de rech. internationale et du processus d'examen de l'OPIC)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51B8

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Que les recherches internationales soient pertinentes

Importance de cet aspect... (des rapports de rech. internationale et du processus d'examen de l'OPIC)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51B9

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Que les recherches internationales soient consistantes

Importance de cet aspect... (des rapports de rech. internationale et du processus d'examen de l'OPIC)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51B10

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Que les examens soient approfondis

Importance de cet aspect... (des rapports de rech. internationale et du processus d'examen de l'OPIC)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q51B11

If... TYPE.EQ.1.AND.Q50.EQ.1

Pat

Que les examens soient consistants

Importance de cet aspect... (des rapports de rech. internationale et du processus d'examen de l'OPIC)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q52

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Globalement, dans quelle mesure êtes-vous satisfait de la qualité des rapports de recherche internationale? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q53

If... TYPE.EQ.1.AND.QAPP3.EQ.3.AND.Q50.EQ.1

Pat agents only

Globalement, dans quelle mesure êtes-vous satisfait de la qualité des opinions écrites? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54A [0,0]

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Dites-moi s'il vous plaît si vous êtes d'accord ou en désaccord avec les énoncés suivants au sujet du processus de demande d'une marque de commerce auprès de l'OPIC et de la Direction des marques de commerce. Veuillez répondre selon une échelle de 5 points où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

Q54A1

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Je reçois les rapports des examinateurs en temps opportun (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54A2

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Les modifications apportées à la Loi, au Règlement et aux pratiques du bureau sont clairement communiquées (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54A3

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Les examinateurs sont bien renseignés et comprennent la Loi sur les marques de commerce, son Règlement, ainsi que la jurisprudence et les pratiques qui s'y rapportent (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54A4

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Toutes les objections de fond sont énoncées dans le premier rapport de l'examinateur (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54A5

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

J'obtiens en temps opportun des réponses à mes questions sur les rapports d'examen (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54A6

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

Les examinateurs agissent avec professionnalisme lorsqu'ils répondent à mes demandes de renseignements (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54A7

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

Je suis satisfait de la cohérence des décisions relatives à l'examen (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54A8

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

Les rapports des examinateurs sont clairs et faciles à comprendre (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54B [0,0]

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

Sur une échelle de 5 points où 1 signifie pas du tout important et 5, très important, 3 étant le point milieu, en pensant au dépôt d'une demande de marque de commerce, dites-moi s'il vous plaît quelle est pour vous ou votre organisation l'importance des aspects suivants. Dans quelle mesure cet aspect est-il important...?

Q54B1

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

Recevoir les rapport des examinateurs en temps opportun (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54B2

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Clairement communiquer les modifications apportées à la Loi, au Règlement et aux pratiques du bureau (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54B3

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Des examinateurs bien renseignés et comprenant la Loi sur les marques de commerce, son Règlement ainsi que la jurisprudence et les pratiques qui s’y rapportent (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54B4

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Que toutes les objections de fond soient énoncées dans le premier rapport de l’examineur (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54B5

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

Obtenir en temps opportun des réponses à mes questions sur les rapports d'examen (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54B6

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

Des examinateurs professionnels lorsqu'ils répondent à mes demandes de renseignements (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54B7

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

Que je sois satisfait de la cohérence des décisions relatives à l'examen (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q54B8

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

Que les rapports des examinateurs soient clairs et faciles à comprendre (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q55

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

Globalement, dans quelle mesure êtes-vous satisfait de la qualité des rapports écrits des examinateurs? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q56

If... TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(TM Unrep and agents)

Avez-vous déjà déposé une opposition à une marque de commerce ou joué un rôle dans le processus d'opposition?

Oui.....	1
Non.....	2
JE NE SAIS PAS.....	8
Refus de répondre.....	9

Q57A [0,0]

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Dites-moi s'il vous plaît si vous êtes d'accord ou en désaccord avec les énoncés suivants concernant la Commission des oppositions des marques de commerce. Pour chacun, indiquez si vous êtes d'accord ou en désaccord à l'aide d'un chiffre de 1 à 5 où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

Q57A1

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Capacité de transiger avec la Commission des oppositions des marques de commerce par voie électronique (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE	9

Q57A2

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Les décisions de la Commission des oppositions sont judicieuses (UA)

1.Fortement en désaccord	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE	9

Q57A3

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Les décisions de la Commission des oppositions mettent correctement en application la jurisprudence (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q57B [0,0]

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Sur une échelle de 1 à 5 où 1 signifie pas du tout important et 5, très important, 3 étant le point milieu, en pensant à la Commission des oppositions des marques de commerce et de leurs résultats, dites-moi s'il vous plaît quelle est l'importance des éléments suivants. Dans quelle mesure cet aspect est-il important...?

Q57B1

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Que vous ou votre organisation est la capacité de transiger avec la Commission des oppositions des marques de commerce par voie électronique (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q57B2

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Que les décisions de la Commission des oppositions soient judicieuses (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE	9

Q57B3

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Que les décisions de la Commission des oppositions mettent correctement en application la jurisprudence (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE	9

Q58

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Dans quelle mesure êtes-vous satisfait du temps qu'il a fallu pour mener à bien le processus d'opposition? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE	9

Q59

If... Q56.EQ.1.AND.TYPE.EQ.2.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(TM Unrep and agents)

Globalement, dans quelle mesure êtes-vous satisfait du processus d'opposition? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu

- 1.très insatisfait..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.très satisfait..... 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q60A [0,0]

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Dites-moi s'il vous plaît si vous êtes d'accord ou en désaccord avec les énoncés suivants au sujet de la Division des dessins industriels de l'OPIC et du processus d'enregistrement des dessins industriels auprès de l'OPIC. Veuillez répondre selon une échelle de 5 points où 1 signifie fortement en désaccord et 5, fortement d'accord, 3 étant le point milieu.

Q60A1

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Les transferts de propriété sont traités en temps opportun (UA)

- 1.Fortement en désaccord..... 1
 - 2..... 2
 - 3.Point milieu 3
 - 4..... 4
 - 5.Fortement d'accord..... 5
 - JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9
-

Q60A2

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Les transferts de propriété sont correctement enregistrés (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60A3

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Les modifications apportées aux pratiques du bureau (OPIC) sont clairement communiquées (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60A4

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Les examinateurs sont en mesure de donner suite à mes questions (sur les objections) (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60A5

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Les objections des examinateurs sont conformes à la Loi et au Règlement (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60A6

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Toutes les objections de fond sont énoncées dans le premier rapport de l'examineur (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60A7

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Un délai de six semaines avant le lancement d'une deuxième ou troisième mesure d'examen est raisonnable (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60A8

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(ID Unrep and agents)

Les confirmations écrites du maintien d'un enregistrement sont reçues dans un délai raisonnable (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60A9

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(ID Unrep and agents)

Les rapports de l'examineur exposent clairement les objections (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60A10

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(ID Unrep and agents)

Je reçois en temps opportun une réponse à mes questions sur les rapports de l'examineur (UA)

1.Fortement en désaccord.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Fortement d'accord.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60A11

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Les certificats d'enregistrement sont exacts (UA)

- 1.Fortement en désaccord 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Fortement d'accord..... 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE 9

Q60A12

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Un délai normal de quatre semaines avant l'émission d'un certificat de dépôt est raisonnable (UA)

- 1.Fortement en désaccord 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Fortement d'accord..... 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE 9

Q60B [0,0]

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

De nouveau, selon une échelle de 1 à 5 où 1 signifie pas du tout important et 5, très important, 3 étant le point milieu, en pensant à vos interactions avec la Division des dessins industriels et du processus d'enregistrement des dessins industriels auprès de l'OPIC, dites-moi s'il vous plaît quelle est l'importance des éléments suivants. Dans quelle mesure cet aspect est-il important...?

Q60B1

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Que les transferts de propriété soient traités en temps opportun (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60B2

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Que les transferts de propriété soient correctement enregistrés (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60B3

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Clairement communiquer les modifications apportées aux pratiques du bureau (OPIC)
(UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60B4

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(ID Unrep and agents)

Que les examinateurs soient en mesure de donner suite à mes questions (sur les objections) (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60B5

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(ID Unrep and agents)

Que les objections des examinateurs soient conformes à la Loi et au Règlement (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60B6

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(ID Unrep and agents)

Que toutes les objections de fond soient énoncées dans le premier rapport de l'examineur (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60B7

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Un délai de six semaines avant le lancement d'une deuxième ou troisième mesure d'examen (UA)

Importance de cet aspect... (du service)

- 1.Pas du tout important..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Très important 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q60B8

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Que les confirmations écrites du maintien d'un enregistrement soient reçues dans un délai raisonnable (UA)

Importance de cet aspect... (du service)

- 1.Pas du tout important..... 1
- 2..... 2
- 3.Point milieu 3
- 4..... 4
- 5.Très important 5
- JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9

Q60B9

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)

(ID Unrep and agents)

Que les rapports de l'examineur exposent clairement les objections (UA)

Importance de cet aspect... (du service)

- 1.Pas du tout important..... 1
 - 2..... 2
 - 3.Point milieu 3
 - 4..... 4
 - 5.Très important 5
 - JE NE SAIS PAS/REFUS DE RÉPONDRE..... 9
-

Q60B10

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(ID Unrep and agents)

Que je reçoive en temps opportun une réponse à mes questions sur les rapports de l'examineur (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60B11

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(ID Unrep and agents)

Que les certificats d'enregistrement soient exacts (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q60B12

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(ID Unrep and agents)

Un délai normal de quatre semaines avant l'émission d'un certificat de dépôt (UA)

Importance de cet aspect... (du service)

1.Pas du tout important.....	1
2.....	2
3.Point milieu	3
4.....	4
5.Très important	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q61

If... TYPE.EQ.3.AND.(QAPP3.EQ.2.OR.QAPP3.EQ.3)
--

(ID Unrep and agents)

Globalement, dans quelle mesure êtes-vous satisfait de la qualité des rapports de l'examineur? Veuillez répondre selon une échelle de 1 à 5 où 1 signifie très insatisfait et 5, très satisfait, 3 étant le point milieu.

1.très insatisfait.....	1
2.....	2
3.Point milieu	3
4.....	4
5.très satisfait.....	5
JE NE SAIS PAS/REFUS DE RÉPONDRE.....	9

Q62 [0,0]

Il ne me reste que quelques questions à vous poser pour nous aider à classer vos réponses et ce, à des fins uniquement statistiques.

Q63

Combien d'employés travaillent à temps plein pour votre entreprise?

NE PAS LIRE / NOMBRE DE POSTES ÉQUIVALENTS TEMPS PLEIN

1-2.....	1
3-5.....	2
6-10.....	3
11-25.....	4
26-50.....	5
51-100.....	6
101-250.....	7
251-500.....	8
Plus de 500	9
JE NE SAIS PAS.....	88
Refus de répondre/Pas applicable.....	99

Q64

If... TYPE.EQ.2.AND.(QAPP3.EQ.1.OR.QAPP3.EQ.2)

(Trade Mark Rep and Unrep)

Laquelle des catégories suivantes correspond le mieux au secteur ou au domaine dans lequel vous travaillez?

LIRE/ ACCEPTER UNE SEULE RÉPONSE

MANUFACTURIER.....	1	
TECHNOLOGIE DE POINTE	2	
SERVICES/VENTE AU DÉTAIL.....	3	
INDUSTRIE PRIMAIRE (AGRICULTURE, FORESTERIE, ETC.).....	4	
SERVICES PROFESSIONNELS (CABINET D'AVOCAT, DE CONSULTATION, ETC.)	5	
SECTEUR PUBLIC	6	
Autre préciser -> AQ64; C250 L2 C50	77	
JE NE SAIS PAS.....	88	
Refus de répondre.....	99	
7.....	7	I
8.....	8	I
9.....	9	I
10.....	10	I
11.....	11	I

Q65

If... TYPE.EQ.1.AND.(QAPP3.EQ.1.OR.QAPP3.EQ.2)

(Patent Rep and Unrep)

Laquelle des catégories suivantes correspond le mieux au secteur ou au domaine dans lequel vous travaillez?

LIRE/ ACCEPTER UNE SEULE RÉPONSE

MÉCANIQUE – GÉNIE CIVIL.....	1	
ÉLECTRIQUE/PHYSIQUE.....	2	
INFORMATIQUE.....	3	
CHIMIE ORGANIQUE	4	
BIOTECHNOLOGIE	5	
AUTRE CHIMIE	6	
Autre préciser -> AQ65; C250 L2 C50	77	
JE NE SAIS PAS.....	88	
Refus de répondre.....	99	
7.....	7	I
8.....	8	I
9.....	9	I
10.....	10	I
11.....	11	I
12.....	12	I
13.....	13	I
14.....	14	I

Q66

If... TYPE.EQ.4.AND.(QAPP3.EQ.1.OR.QAPP3.EQ.2)

(Copyright Rep and Unrep)

Laquelle des catégories suivantes correspond le mieux au secteur ou au domaine dans lequel vous travaillez?

LIRE/ ACCEPTER UNE SEULE RÉPONSE

INDUSTRIE DU FILM ET DE LA VIDÉO.....	1	
ÉDITION.....	2	
ARTISTES, CRÉATEURS, ÉCRIVAINS.....	3	
INDUSTRIE DE LA TECHNOLOGIE (LOGICIEL).....	4	
INDUSTRIE MUSICALE.....	5	
Autre préciser -> AQ66; C250 L2 C50.....	77	
JE NE SAIS PAS.....	88	
Refus de répondre.....	99	
6.....	6	I
7.....	7	I
8.....	8	I

Q67

If... TYPE.EQ.3.AND.(QAPP3.EQ.1.OR.QAPP3.EQ.2)

(Industrial Design Rep and Unrep)

Laquelle des catégories suivantes correspond le mieux au secteur ou au domaine dans lequel vous travaillez?

LIRE/ ACCEPTER UNE SEULE RÉPONSE

MANUFACTURIER.....	1	
TECHNOLOGIE DE POINTE.....	2	
SERVICES/VENTE AU DÉTAIL.....	3	
INDUSTRIE PRIMAIRE (AGRICULTURE, FORESTERIE, ETC.).....	4	
SERVICES PROFESSIONNELS (CABINET D'AVOCAT, DE CONSULTATION, ETC.).....	5	
SECTEUR PUBLIC.....	6	
Autre préciser -> AQ67; C250 L2 C50.....	77	
JE NE SAIS PAS.....	88	
Refus de répondre.....	99	

Q68

Laquelle des catégories suivantes correspond le mieux à l'organisation pour laquelle vous travaillez au numéro que j'ai composé?

LIRE/ ACCEPTER UNE SEULE RÉPONSE

Secteur public (gouvernement).....	1
Secteur privé.....	2
Travailleur autonome / pigiste.....	3
JE NE SAIS PAS.....	8
Refus de répondre/Pas applicable.....	9

Q69

Lequel des titres suivants correspond le mieux à votre poste au sein de votre compagnie?

LIRE/ ACCEPTER UNE SEULE RÉPONSE

PRÉSIDENT/PDG	1	
VICE-PRÉSIDENT	2	
CADRE INTERMÉDIAIRE	3	
CADRE SUBALTERNE.....	4	
Autre préciser -> AQ69; C250 L2 C50	77	
JE NE SAIS PAS.....	88	
Refus de répondre.....	99	
5.....	5	I
6.....	6	I
7.....	7	I
8.....	8	I
9.....	9	I
10.....	10	I

Q70

Au cours des 24 derniers mois, combien de demandes de &TYPE avez-vous DÉPOSÉES PERSONNELLEMENT auprès de l'OPIC?

LIRE/ ACCEPTER UNE SEULE RÉPONSE

Réponse -> AQ70; N4.0 [0-9997]	77
JE NE SAIS PAS.....	88
Refus de répondre.....	99

Q71

Au cours des 24 derniers mois, combien de &TYPE l'OPIC vous a-t-il accordés PERSONNELLEMENT?

LIRE/ ACCEPTER UNE SEULE RÉPONSE

Réponse -> AQ71; N4.0 [0-9997]	77
JE NE SAIS PAS.....	88
Refus de répondre.....	99

THNK

Merci d'avoir rempli notre sondage!

Fin de l'entrevue

Complet..... 1 D

QFIL [0,0]

If... ISEMPY(QEND)

Nous regrettons, mais vos réponses indiquent que vous faites partie d'un groupe qui est déjà complet. Merci d'avoir pris le temps de collaborer à notre collecte de données.

THNK2 [0,0]

If... ISEMPY(QEND)

Nous regrettons, mais vos réponses indiquent que vous n'êtes pas admissible au sondage. Merci de nous avoir accordé de votre temps!

APPENDIX B
CALL DISPOSITIONS

Call Disposition Table				
Final disposition	#	Totals	# of calls	# calls per number
Unused		1187		
A Invalid numbers		3345	7903	2.4
BC - Blocked by Bell	64		244	3.8
BU - Business/Fax /Modem	192		602	3.1
DU - Duplicate Number	98		491	5.0
NF - Invalid Number	2864		6391	2.2
PCI - Patent/Copy/Industrial Duplicates	127		175	1.4
B Unresolved		8909	52969	5.9
AM - Callback in 2 hrs	2967		20401	6.9
AP - Callback - Specific time/date	654		5157	7.9
EV - Evening Call Request	82		439	5.4
FR - French Household	64		176	2.8
HO - Head Office - Unreachable 1-800#'s	0		0	
Incomplete	0		0	
NA - Callback in 12 hrs	3363		11597	3.4
ON - Will go Online to Complete Survey	0		0	
RH - Referred to Head Office	0		0	
RT - Number Retired	0		0	
SA - Soft AP - Date/Time Required	1457		14566	10.0
X - Exit without Dialing	322		633	2.0
D Ineligible		1257	4766	3.8
IG - Ineligible	1047		4191	4.0
LN - Language Barrier	78		248	3.2
QF - Quota Filled	132		327	2.5
E Non-responding, eligible		3716	13937	3.8
IR - Incomplete Refusals	112		366	3.3

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Response rate table		
Method (MRIA formulas)	Outcome	
Empirical method	Response rate	18.2 %
Estimation method	Eligibility rate	80.7 %
	Response rate	12.5 %

Call disposition table				
Final disposition	#	Totals	# of calls	# calls per number
Unused		0		
A Invalid numbers		1348	2637	2.0
BC - Blocked by Bell	24		78	3.2
BU - Business/Fax /Modem	209		382	1.8
DU - Duplicate Number	146		362	2.5
NF - Invalid Number	969		1815	1.9
PCI - Patent/Copy/Industrial Duplicates	0		0	
B Unresolved		2969	17565	5.9
AM - Callback in 2 hrs	1396		7051	5.1
AP - Callback - Specific time/date	70		368	5.3
EV - Evening Call Request	497		5358	10.8
FR - French Household	0		0	
HO - Head Office - Unreachable 1-	0		0	

CIPO: 2008 National Client Satisfaction Survey

800#'s				
Incomplete	0		0	
NA - Callback in 12 hrs	476		1377	2.9
ON - Will go Online to Complete Survey	0		0	
RH - Referred to Head Office	0		0	
RT - Number Retired	0		0	
SA - Soft AP - Date/Time Required	530		3411	6.4
X - Exit without Dialing	0		0	
D Ineligible		438	1330	3.0
IG - Ineligible	423		1278	3.0
LN - Language Barrier	14		51	3.6
QF - Quota Filled	1		1	1.0
E Non-responding, eligible		1799	5899	3.3
IR - Incomplete Refusals	20		58	2.9
RF - Refusal	1722		5656	3.3
UN - Unavailable within Project Timeframe	57		185	3.2
F Completed interviews		560	2318	4.1
Complete	560		2318	4.1
TOTALS	7114	7114	29749	4.2

Response rate table		
Method (MRIA formulas)	Outcome	
Empirical method	Response rate	17.3 %
Estimation method	Eligibility rate	84.3 %
	Response rate	11.5 %