

User satisfaction questionnaire

The Office for Harmonization in the Internal Market would like to have your opinion on the services we offer to you. We estimate that answering this questionnaire will take you 20 minutes. This questionnaire is anonymous. The information contained in it will be treated as confidential.

Instructions

When responding to the questionnaire, please use the following scores: The scores correspond to the following:

- 5 = very satisfied
- 4 = satisfied
- 3 = neither satisfied, nor dissatisfied
- 2 = dissatisfied
- 1 = very dissatisfied
- dk/na = don't know / not applicable

Overall satisfaction

First of all, we would like to know how satisfied you are overall with the services provided by the OHIM. Could you please indicate, using a score between 1 and 5, how satisfied you are with the OHIM on the aspects mentioned.

1.- Please rate your overall satisfaction with the services provided by the OHIM, in particular as regards the :

	OHIM performance					
	1	2	3	4	5	dk/na
1.1 Service-mindedness of staff						
1.2 Availability of staff						
1.3 Availability of information						
1.4 Simplicity and clarity of the procedures						
1.5 Quality of information						
1.6 Speed of the service						

Please give reasons for any scores lower than 3 in the space provided (not mandatory).....

Service level

2.- Have you already used the e-filing system provided by the OHIM ?

yes no → if not, why not?

.....

3.- Have you had experience with the OHIM in the last year in the following areas :

(please refer to your own personal experiences and not those of your company/organisation in general)

- | | | |
|---------------------------------------------------------------------------|---------------------------|--------------------------|
| 3.1 filing an application for a CTM | <input type="radio"/> Yes | <input type="radio"/> No |
| 3.2 opposition case(s) for trade marks | <input type="radio"/> Yes | <input type="radio"/> No |
| 3.3 application for the cancellation of a CTM | <input type="radio"/> Yes | <input type="radio"/> No |
| 3.4 application for a registered Community design (RCD) | <input type="radio"/> Yes | <input type="radio"/> No |
| 3.5 application for the cancellation of an RCD | <input type="radio"/> Yes | <input type="radio"/> No |
| 3.6 appeal case(s) | <input type="radio"/> Yes | <input type="radio"/> No |
| 3.7 requests relating to the Register (for records, copies, certificates) | <input type="radio"/> Yes | <input type="radio"/> No |

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If you have not had experience with filing CTMs, please skip the questions appearing on this background. Go to question 8.

If you have not had experience with filing RCDs, please skip questions appearing on this background.

How would you evaluate the OHIM's performance in dealing with CTMs as regards the following service aspects?

If you have not had experience with a particular procedure, please skip and go to next question.

Aspects related to service levels when dealing with CTMs	1	2	3	4	5	dk/na
4. Filing an application						
4.1 User-friendliness of administrative processes						
4.2 Ease of use of forms						
4.3 Speed of publication						
4.4 Period of time needed for processing a CTM application						
4.5 Clarity of decisions						
4.6 Comprehensibility of grounds for decisions						
4.7 Consistency, from a substantive point of view, of decisions taken by the examiners						
4.8 Value for money						
5 Filing/receiving an opposition <i>(oppositions against your CTM or your opposition against a CTM)</i>	1	2	3	4	5	dk/na
5.1 User-friendliness of administrative processes						
5.2 Ease of use of forms						
5.3 Period of time needed for processing an opposition until the beginning of the cooling-off period						
5.4 Period of time needed for taking a decision						
5.5 Clarity of decisions						
5.6 Comprehensibility of grounds for decisions						
5.7 Consistency, from a substantive point of view, of decisions taken by the examiners						
6 Requesting the cancellation of a registration	1	2	3	4	5	dk/na
6.1 User-friendliness of administrative processes						
6.2 Ease of use of forms						
6.3 Period of time needed for processing a cancellation request						
6.4 Clarity of decisions						
6.5 Comprehensibility of grounds for decisions						
6.6 Consistency, from a substantive point of view, of decisions taken by the examiners						

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7. Filing an appeal against a decision	1	2	3	4	5	dk/na
7.1 User-friendliness of administrative processes						
7.2 Ease of use of forms						
7.3 Period of time the OHIM needs to deal with the appeal						
7.4 Clarity of decisions						
7.5 Comprehensibility of grounds for decisions						
7.6 Consistency, from a substantive point of view, of decisions taken by the Boards of Appeal						

If you have not had experience with Community designs, please go to question 10.

How would you evaluate the OHIM's performance in dealing with Community designs as regards the following service aspects?

Aspects related to service levels when dealing with RCDs.	1	2	3	4	5	dk/na
8 Filing a design application						
8.1 User-friendliness of administrative processes						
8.2 Ease of use of forms						
8.3 Speed of publication						
8.4 Security and dealing confidentially with information						
8.5 Consistency, from a substantive point of view, of decisions taken by the examiners						
8.6 Clarity of decisions						
8.7 Comprehensibility of grounds for decisions						
8.8 Value for money						

Skip the following question if you have not had experience with the design cancellation procedure.

9 Requesting the cancellation of a design registration	1	2	3	4	5	dk/na
9.1 User-friendliness of administrative processes						
9.2 Ease of use of forms						
9.3 Period of time needed for processing a cancellation request						
9.4 Clarity of decisions						
9.5 Comprehensibility of grounds for decisions						
9.6 Consistency, from a substantive point of view, of decisions taken by the examiners						

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Skip the following question if you have not had experience with appeals.

10. How would you evaluate the aspects related to service levels when filing an appeal against a decision concerning a CTM or an RCD? In particular:

	1	2	3	4	5	dk/na
10.1 User-friendliness of administrative processes						
10.2 Ease of use of forms						
10.3 Period of time the OHIM needs to deal with an appeal regarding a CTM						
10.4 Period of time the OHIM needs to deal with an appeal regarding an RCD						
10.5 Clarity of decisions						
10.6 Comprehensibility of grounds for decisions						
10.7 Consistency, from a substantive point of view, of decisions taken by the Boards of Appeal						

11.- Please evaluate the OHIM's performance as regards other aspects of the CTM/RCD procedure such as:

	1	2	3	4	5	dk/na
11.1 Speed in providing clients with the documents required (licences, transfers, copies, certificates)						
11.2 Simplicity of the fees system						
11.3 Ease of payment						
11.4 Transparency of the OHIM regarding its organisation, functioning, practices, etc.						

Please give reasons for scores lower than 3 and write them in the space provided below

.....

Information and communication

12. Could you please indicate, using the same scoring system of 1 to 5, how satisfied you are with the information provided by the OHIM. Please evaluate the following:

	1	2	3	4	5	dk/na
12.1 Ease of identifying the right person to speak to						
12.2 Ease of obtaining the right information: in direct contacts with the OHIM						
12.3 Clarity of information provided by the OHIM						
12.4 The choice of the media used by the OHIM for providing information						
12.5 Speed at which information is provided by the OHIM						
12.6 Speed of responses to written enquiries						
12.7 Accuracy of answers to questions						
12.8 Quality of the languages used in written communications by the OHIM						
12.9 Completeness of information provided by the OHIM						

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Please skip question 14 if you have not had any experience filing CTMs.

13. Please rate the information provided by the OHIM in response to any requests made by you on the progress of your:

	1	2	3	4	5	dk/na
13.1 CTM application						
13.2 Opposition						
13.3 Cancellation						
13.3 Appeal						

Please skip question 15 if you have not had any experience filing Community designs.

14. Please rate the information provided by the OHIM in response to any requests made by you on the progress of your RCD:

	1	2	3	4	5	dk/na
14.1 Application						
14.3 Cancellation						
14.3 Appeal						

Please skip the following question if you have not had any experience with the website.

15. What is your impression of the OHIM's website? Please rate:

	1	2	3	4	5	dk/na
15.1 User-friendliness of the OHIM website						
15.2 Clarity of the structure of the website						
15.3 Clarity of the contents on the OHIM website						
15.4 Speed of navigation through the OHIM website						
15.5 Speed at which the information is updated						
15.6 Completeness of the contents of the OHIM website						
15.7 Range of services available electronically						

Please skip the following question if you have not had any experience with the databases on our website.

16. A number of databases (e.g. CTM-ONLINE, CTM-AGENT, CTM-DOWNLOAD) are available for users via the OHIM's website. How would you evaluate them as regards:

	1	2	3	4	5	dk/na
16.1 User-friendliness of the query system						
16.2 Speed of the database search						
16.3 Search modalities						
16.4 Completeness of the data provided						

Please skip the next question if you have not used the e-filing system.

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17. Please rate the e-filing system as regards:

	1	2	3	4	5	dk/na
17.1 User-friendliness of the e-filing system						
17.2 Speed of the e-filing system						
17.3 Reliability of e-filing						
17.4 Security and confidentiality of the e-filing processes						

Please give reasons for scores lower than 3 and write them in the space provided below (not mandatory).....

OHIM staff

18. Please indicate, using a score of 1-5, how far you agree with the statements below concerning the OHIM's staff.

The scores for this particular question correspond to the following:

- 5 = strongly agree
- 4 = agree
- 3 = neutral
- 2 = disagree
- 1 = strongly disagree

Overall, OHIM staff ...						
18.1 ... are competent	1	2	3	4	5	dk/na
18.2 ... are reliable						
18.3 ... behave in a professional manner						
18.4 ... are efficient in responding to telephone enquiries						
18.5 ... are readily available						
18.6 ... are polite, helpful and friendly						
18.7 ... are responsive to users' needs						

Please give reasons for scores lower than 3 and write them in the space provided (not mandatory).....

18.8 Does this score apply to the OHIM as a whole or to a specific group?

- OHIM as a whole Specific group, please specify:

Complaints handling

19. Have you ever had problems with or reasons to complain about the services provided by the OHIM?

- No Yes

20. If yes, can you please briefly describe the problem and indicate when this occurred ?

.....

21. Did you file a complaint with the OHIM about your problem ?

- No Yes

22. If yes, how did you express your complaint ?

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- by letter – please specify to whom / which department it was sent
- by telephone – please specify to which service
- by e-mail – please specify to which service
- in person if so: tho whom?

23. How satisfied are you with the way your complaint was dealt with ?

	1	2	3	4	5	dk/na
23.1 My complaint was dealt with quickly						
23.2 My complaint was dealt with efficiently						
23.3 My complaint was handled professionally and seriously						
23.4 A satisfactory solution was found to my problem						

Please give reasons for scores lower than 3 and write them in the space provided below (not mandatory).....

24.- Would you score complaints handing in RCD matters differently to in CTM matters?

- no yes → if so, which questions? why ?

Activity forecasts for 2005 (comparison to 2004)

Taking into account all possible factors that could affect the figure you give (prospects regarding your clients, enlargement of the EU, etc), please indicate your forecasts in terms of volume of applications.

If you have not had any experience filing CTMs, please skip questions 26 and 27.

25. What are your forecasts for 2005 in terms of the number of CTM applications you will file ?

<input type="radio"/>	I expect an increase in the number of CTM applications to be filed
	Please indicate the expected increase (in %):%
<input type="radio"/>	I expect no change
<input type="radio"/>	I expect a decrease in the number of CTM applications to be filed
	Please indicate the expected decrease (in %):%
<input type="radio"/>	I don't know

26. What percentage of the CTMs held by your company/organisation and due for renewal in 2006 do you expect will be renewed ?

- 95-100 % 75-94 % 50-74 % 25-49 % less than 25 %

If the proportion expected to be renewed is lower than 50 %, please explain why:

.....

If you have not filed any Community designs, please skip the next question.

27. What are your forecasts for 2005 in terms of the number of RCD applications you will file ?

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Questions about yourself/your company/organisation (representatives):

If you are NOT a representative, please skip this page.

29. Which category best describes your position and responsibility concerning intellectual property protection?

- In charge of various legal aspects, including trade marks
- In charge of IPR aspects including trade marks
- In charge of trade marks only
- In charge of designs only
- Other, please specify :

30. What is the main focus/specialisation of the services provided by your company/organisation?

- legal advice for business
- IPR advisory services
- trade mark and design protection advisory services
- trade mark protection advisory services
- design protection advisory services
- other, please specify :

31. How many Community trade mark and Community design applications does your company/organisation file per year ?

31.1 CTMA less than 10 10-50 50-100 100-250 250-500 more than 500

31.2 RCDA less than 20 20-50 50-100 100-200 200-300 more than 300

32. Do you/your team deal with both trade mark and design protection ?

- Yes -> answer question 33.1 and skip questions 33.2 & 33.3
- No -> answer questions 33.2 & 33.3

33. How many people are employed by your company/organisation to deal with trade mark and design protection ?

33.1 both trade mark and design protection 1 2 3-5 5-10 more than 10

33.2 only TM protection 1 2 3-5 5-10 more than 10

33.3 only design protection 1 2 3-5 5-10 more than 10

34. Does your company/organisation have offices in more than one country?

- No Yes

35. If no, in which country is your company/organisation established?

If yes, in which country does your company/organisation have its seat?

- | | | | |
|----------------------------------|----------------------------------|--------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Austria | <input type="checkbox"/> France | <input type="checkbox"/> Italy | <input type="checkbox"/> Spain |
| <input type="checkbox"/> Belgium | <input type="checkbox"/> Germany | <input type="checkbox"/> Luxembourg | <input type="checkbox"/> Sweden |
| <input type="checkbox"/> Denmark | <input type="checkbox"/> Greece | <input type="checkbox"/> Netherlands | <input type="checkbox"/> United Kingdom |
| <input type="checkbox"/> Finland | <input type="checkbox"/> Ireland | <input type="checkbox"/> Portugal | <input type="checkbox"/> Other, please specify : |

Thank you for answering the questionnaire.

The conclusions of this pilot survey will be sent to you in due course.

They will also be available on our website: www.oami.eu.int

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Questions about yourself/your company/organisation (owners):

If you work for the company/organisation which owns the CTM or RCD, please fill in this page.

36. Which category best describes your position and responsibility concerning intellectual property protection?

- In charge of various legal aspects, including trade marks
- In charge of IPR aspects including trade marks
- In charge of trade marks only
- In charge of designs only
- In charge of marketing
- In charge of administration and finance
- Other, please specify :

37. Have you ever used the services of a representative?

- No yes if yes, in which area?

38. Which is the main sector of activity of your company or organisation?

38.1 Please list the classes of goods and services most frequently used in your CTM applications.....

38.2 Please list the classes of products most frequently used in your RCD applications.
.....

39. How many CTM and RCD applications does your company/organisation file per year ?

39.1 CTMA less than 10 10-50 50-100 100-250 250-500 more than 500

39.2 RCDA less than 20 20-50 50-100 100-200 200-300 more than 300

40. Do you/your team deal with both trade mark and design protection ?

- Yes -> answer question 41.1 and skip questions 41.2 & 41.3
 No -> answer questions 41.2 & 41.3

41. How many people are employed by your company/organisation to deal with trade mark and design protection in Europe?:

41.1 both trade mark and design protection 1 2 3-5 5-10 more than 10

41.2 only TM protection 1 2 3-5 5-10 more than 10

41.3 only design protection 1 2 3-5 5-10 more than 10

42. Does your company/organisation have offices in more than one country?

- No Yes

43. If no, in which country is your company/organisation established?

If yes, in which country is your company/organisation's headquarter?

- | | | | |
|----------------------------------|----------------------------------|--------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Austria | <input type="checkbox"/> France | <input type="checkbox"/> Italy | <input type="checkbox"/> Spain |
| <input type="checkbox"/> Belgium | <input type="checkbox"/> Germany | <input type="checkbox"/> Luxembourg | <input type="checkbox"/> Sweden |
| <input type="checkbox"/> Denmark | <input type="checkbox"/> Greece | <input type="checkbox"/> Netherlands | <input type="checkbox"/> United Kingdom |
| <input type="checkbox"/> Finland | <input type="checkbox"/> Ireland | <input type="checkbox"/> Portugal | <input type="checkbox"/> Other, please specify : |

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