User Satisfaction Survey tool implemented in Jordan

As of 5 August 2019, the Jordanian Industrial Property Protection Directorate under the Ministry of Industry, Trade and Supply ([IPPD](https://www.mit.gov.jo/)) has implemented the User Satisfaction Survey (USS) tool.

The USS tool provides participating offices with a single, common approach to carrying out **surveys among users of intellectual property offices**.

This implementation is part of the activities undertaken under Line of Action 4 of EUIPO’s Strategic Plan 2020, and part of the extension of tools developed through the European Union Intellectual Property Network (EUIPN) to IP offices outside the European Union.

As a result of this implementation, there are now 9 offices outside the EU which have implemented the USS tool.