FCa PTO-1595 (Mcdified) Rev. 6-93) DMB No. 0651-0011 (exp.4/94) Dopyright 1994-97 LegalStar P08/REV02	12-06-1999	COVER SHEET ONLY	U.S. DEPARTMENT OF COMME Patent and Trademark C
Tab settings 🔶 🄶 💙	101214857	T T	.
	nor or Patents and Trademarks	: Please record the attached origi	nal documents or copy there
1. Name of conveying party(ies Russell F. Gloor): mRA	2. Name and address of receive	ving party(ies):
Kathleen M. Kurlanski Myla S. Miller	11.12.99	Name: International Busine	ess Machines Corporation
		Internal Address:	<u> </u>
Additional names(s) of conveying	party(ies) 🔲 Yes 🛛 No		
3. Nature of conveyance:			303° 100°
,			98
🛛 Assignment	Merger	Street Address: New Orcha	
Security Agreement	Change of Name		
Dther		City: Armonk	State: NY ZIP_ 1050-
Execution Date: 11/8/99, 11/5/9	99, 11/9/99	Additional name(s) & address(es)	
4. Application number(s) or regi			
EN999079			
	Additional numbers atta	ched? 🗋 Yes 🔯 No	
EN999079 5. Name and address of party to concerning document should	o whom correspondence	ched? Yes X No 6. Total number of applications	s and patents involved:
5. Name and address of party to	o whom correspondence	6. Total number of applications	
5. Name and address of party to concerning document should Name: John R. Pivnichny	o whom correspondence be mailed:	6. Total number of applications 7. Total fee (37 CFR 3.41):	\$ 40.00
5. Name and address of party to concerning document should Name: John R. Pivnichny Internal Address: IBM Corp	o whom correspondence be mailed: poration	6. Total number of applications	\$ <u>40.00</u> or insufficiency should be
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REEL: 010411 FRAME: 0763

		IBM Docket No.: EN999079		
		ASSIGNMENT		
	Whereas, we			
Inventor and City	(1) Russell F. Gloor County of Sullivan	City of Lake Huntington and State of New York		
and	(2) Kathleen M. Kurlanski County of Cumberland	City of Falmouth and State of Maine		
and	(3) Myla S. Miller County of Fairfax	City of Herndon and State of Virginia		
and	(4) County of	City of and State of		
and	(5) County of	City of and State of		
and	(6) County of	City of and State of		
and	(7) County of	City of and State of		
and	(8) County of	City of and State of		
	have invented certain improvements in	1		
ītle	BUSINESS METHOD FOR QUALITY ASSURANCE OF SERVICES			
	and have executed, respectively, a Uni	ited States patent application therefor on		
		Kul		
nventors Signed the	(1) Movember 8 1949	and, (2) there is the Are No. 5,10% and,		
nventors Signed the	(1) Movember 8 1999 (3) November 1,1999	and, (2) $\underbrace{\text{Hittices}}_{\text{anc}}$ $\underbrace{\text{Als}}_{\text{anc}}$ $\underbrace{\text{Als}}_{a$		
Dates That nventors Bigned the Declaration	(3) no ver be - 1, 1996			

Now therefore, for a valuable consideration, receipt whereof is hereby acknowledged, we the above named hereby sell, assign, and transfer to IBM, its successors and assigns, the entire right, title and interest in the said application and invention therein disclosed for the United States and foreign countries, and all rights of priority resulting from the filing of said United States application, and we request the Commissioner of Patents to issue any Letters Patent granted upon the invention set forth in said application to IBM, its successors and assigns; and we hereby agree that IBM may apply for foreign Letters Patent on said invention and we will execute all papers necessary in connection with the United States and foreign applications when called upon to do so by IBM.

(Signatures of Inventors on Page 2)

PATENT REEL: 010411 FRAME: 0764

Page 2 of 2

		IBM Docket No.: EN999079
	ASSIGNME	NT (Continued)
⊤itle	BUSINESS METHOD FOR QUALITY ASSURANCE O	FSERVICES
City Date	(1) Signed at In 24999 Ton Sterling torest, New York	(Signature of Inventor) Russell F. Gloor
		(Typed Name of Inventor)
City Date	(2) Signed at TON 5 1999	Kith Cii.) H Kickaucher (Signature of Inventor)
		Kathleen M. Kurlanski (Typed Name of Inventor)
City Date	(3) Signed at Candon, U.; gini- on Cuember 5, 1999) My(c. S Mille (Signature of Inventor)
		Myla S. Miller (Typed Name of Inventor)
City Date	(4) Signed at	(Signature of Inventor)
		(Typed Name of Inventor)
City Date	(5) Signed at	(Signature of Inventor)
		(Typed Name of Inventor)
City Date	(6) Signed at	(Signature of Inventor)
		(Typed Name of Inventor)
City Date	(7) Signed at	(Signature of Inventor)
Uale	on	
A		(Typed Name of Inventor)
City Date	(8) Signed at on	(Signature of Inventor)
		(Typed Name of Inventor)

RECORDED: 11/12/1999

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