

**20 September 2007**  
**Field Services Advisory Committee (FSAC) Meeting**  
**Embassy Suites Hotel, Minneapolis, MN**

1. Call Meeting to Order – 1:30 pm by Robert Albrecht, Chair
2. There were no notes or minutes from the 2006 meeting to review – Steven Sievert, QCS, volunteered to take meeting minutes.
3. Presentation from Steven Sievert, Quality Certifications Services, Inc. (attached)
  - a. Update on QCS guidelines changes approved in April 2007
  - b. Review of Field Service and Meter Center Audit Areas with key notes
  - c. Updated QCS web site
4. Administrative Update from Jay Mattison, QCS
  - a. Staffing
  - b. ELISA Task Force Activities
  - c. Article on QC Program in Dairy Business Communications
5. Proposed changes to Auditing Guidelines for Field Services – none presented.
6. Proposed changes to Auditing Guidelines for Meters Centers and Meter Technicians
  - a. Addition of requirement that each Meter Technician must attend a QCS approved Meter Technician Training School at least once every five years to retain certification M-S-P
  - b. Addition of requirement that meter center must have a digital scale unless they have a properly working float pail for use in calibration of portable meters M-S-P
7. Discussion led by Bruce Dokkebakken on the expansion of the Processing Center Advisory Committee (PCAC)
  - a. Currently committee is comprised solely of Processing Center staff
  - b. Proposal is to expand with the inclusion of qualified persons from other service areas
  - c. Motion to support the expansion of the PCAC M-S-P
8. Discussion on the Labeling of Sample Vials
9. Election of FSAC Chair for 2008 – Robert Albrecht by unanimous proclamation
10. Motion to Adjourn M-S-P

Minutes recorded by:  
Steven J. Sievert, Manager  
Quality Certification Services, Inc.  
20 September 2007

# QC Program/QCS Update to Field Service Advisory Committee

Steven Sievert and Jay Mattison  
Quality Certification Services, Inc.  
Minneapolis, MN  
September 20, 2007



## Topics to highlight

1. **Changes in Guidelines approved in April**
  - Certification status and audit definitions
  - Service Provider responsibilities
2. **Observations from Field Service Audits**
3. **Observations from Meter Center Audits**
4. **Updates to QCS website**



## Changes in Auditing Guidelines

- **Approved by Audit Review Committee**
- **Approved CDCB in April 2007**
- **Effective May 1, 2007**
  - **Definition of Certification Status**
  - **Definition of Audit Type**
  - **Notification Requirement**
  - **Publishing of Certification Status**



## Certification Status Definitions



## Certification Status Definitions

- **Certified**

A “certified” provider is one that in compliance with the CDCB guidelines and the Uniform Operating Procedures (UOP) for its service area.

- Provisional
- Conditional
- Decertified
- In Review



## Certification Status Definitions

- Certified

- **Provisional**

A provider is not in compliance with one or more aspects of the CDCB guidelines and/or the UOP will be deemed as “provisional.” Upon coming into compliance and review by the auditor, the provider may be:

restored to full certification,  
designated conditional until an audit is conducted,  
designated provisional for an addition period of review, or  
decertified.

- Conditional
- Decertified
- In Review



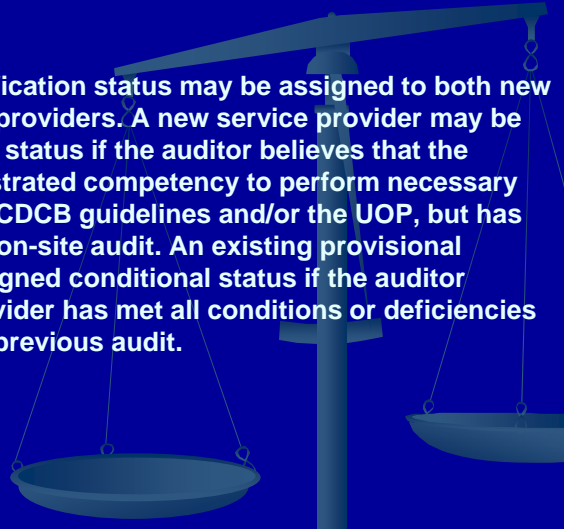
## Certification Status Definitions

- Certified
- Provisional

- **Conditional**

A “conditional” certification status may be assigned to both new and existing service providers. A new service provider may be assigned conditional status if the auditor believes that the provider has demonstrated competency to perform necessary procedures meeting CDCB guidelines and/or the UOP, but has not undergone a full on-site audit. An existing provisional provider may be assigned conditional status if the auditor believes that the provider has met all conditions or deficiencies outlined as part of a previous audit.

- Decertified
- In Review



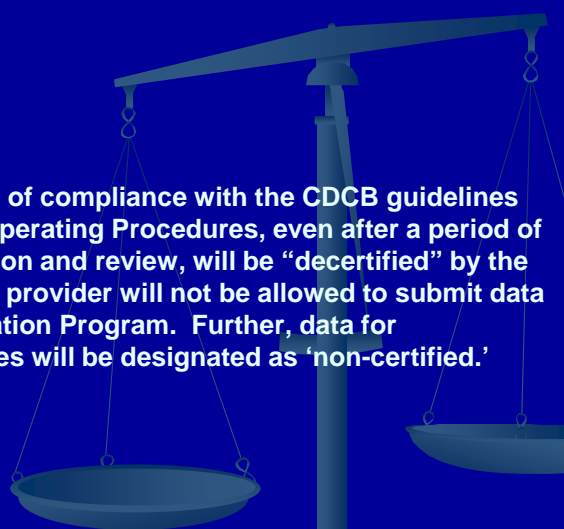
## Certification Status Definitions

- Certified
- Provisional
- Conditional

- **Decertified**

A provider that is out of compliance with the CDCB guidelines and/or the Uniform Operating Procedures, even after a period of provisional certification and review, will be “decertified” by the auditor. A decertified provider will not be allowed to submit data to the Genetic Evaluation Program. Further, data for management purposes will be designated as ‘non-certified.’

- In Review

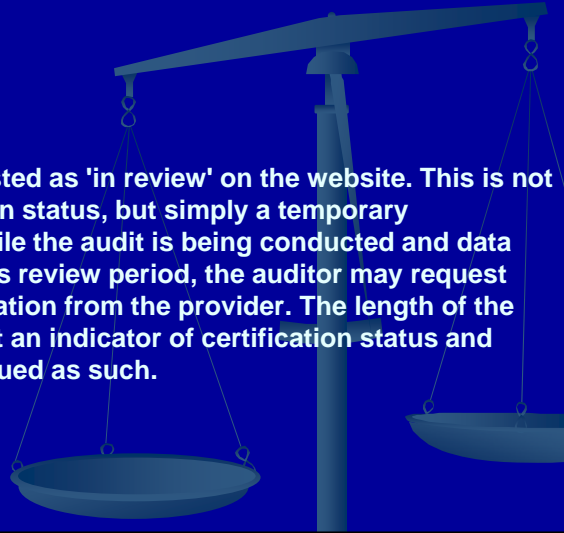


## Certification Status Definitions

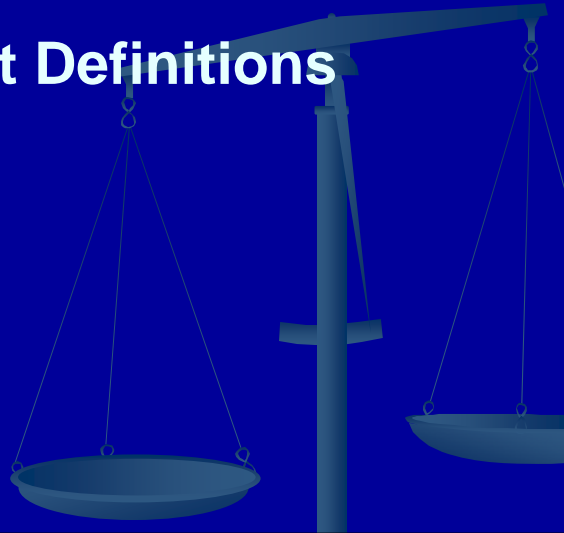
- Certified
- Provisional
- Conditional
- Decertified

### In Review

A provider may be listed as 'in review' on the website. This is not an official certification status, but simply a temporary designation used while the audit is being conducted and data evaluated. During this review period, the auditor may request additional documentation from the provider. The length of the review process is not an indicator of certification status and should not be construed as such.



## Audit Definitions



## Audit Definitions

- Off-Site
- On-Site
  - **Mandatory**
    - Regularly scheduled audit conducted during the centering month
  - Discretionary



## Audit Definitions

- Off-Site
- On-Site
  - Mandatory
  - **Discretionary**
    - Deemed necessary by either the auditor or provider when:
      1. Changes in facilities, equipment, or staffing have occurred,
      2. Certain aspects of the provider's performance are out of compliance with CDCB guidelines and/or the UOP,
      3. Provider wishes to attain full certification from a conditional status,
      4. Provider wishes to regain full certification from a provisional status, or
      5. Provider wishes to regain provisional certification from a decertified status



## Service Provider Responsibilities

- Approved by Audit Review Committee and CDCB in April 2007

### Service Provider Responsibilities

- To notify the auditor of changes in ownership, location address, billing address, list of customers and/or affiliates, equipment or meter technicians within 30 days.
- To pay the fees charged by the auditing organization prior to issuance of certification. For those providers certified biennially, but billed in annual installments, certification will be issued on an annual basis with a renewal on receipt of the second installment payment.



## Observations from Field Service Audits





## Portable Meters and Scales

- Inventories are either excellent or poor
  - Accuracy in reading serial numbers
  - Recording model types
  - Status – In? Out? Storage?
  - QCS can handle multiple calibration dates
- Record weights from all calibration runs
- 12 month interval is requirement
  - Audit guidelines allow 14 months 'in certain cases'
  - More prevalent problem with ISP technicians



## Electronic Milk Meters

- Data on meters in service
  - Make, model, number
  - New or expanded parlors – the numbers change
  - Status – On Test? Using Portables on Test Day?
- Reporting options
  - Water Test Calibration
  - Parlor Performance Reports
    - Can run every month with many software programs
    - Troubleshooting tool for Field Service Provider and Dairyman as well as a QC requirement



# Electronic Milk Meters

No. Milkings	No. Obs.	% Difference From Expected		
9	110	+7.7	Diff.	5%
9	103	+3.9		
9	116	+11.4	Diff.	5%
9	110	+6.8	Diff.	5%
9	120	+5.1	Diff.	5%
9	108	+5.6	Diff.	5%
9	117	+6.0	Diff.	5%
9	113	+2.8		
9	117	+7.5	Diff.	5%
9	107	+2.4		
9	113	+5.9	Diff.	5%
9	105	+6.9	Diff.	5%
9	116	+10.2	Diff.	5%
9	124	+6.4	Diff.	5%
9	107	+5.9	Diff.	5%
9	111	+9.6	Diff.	5%
9	115	+2.9		
9	113	+8.8	Diff.	5%
9	115	+6.6	Diff.	5%
9	116	+4.7		
9	108	+6.5	Diff.	5%
9	113	+4.3		
9	104	+5.8	Diff.	5%
9	102	+6.0	Diff.	5%

<< PRE CALIBRATION

POST >> CALIBRATION

Boumatic Perfection Meters

28 months in-service

121% Test Day compared to Bulk Tank Weight

No. Milkings	No. Obs.	% Difference From Expected
10	151	+2.1
10	144	+0.6
10	140	-3.5
10	139	+2.4
10	137	+1.1
10	141	-1.9
10	137	+2.3
10	138	-0.1
10	142	+2.3
10	149	-3.7
10	137	-0.4
10	129	+1.2
10	121	-2.8
10	126	+1.6
10	129	+1.5
10	131	+1.1
10	133	-0.4
10	129	+0.8
10	128	-0.9
10	119	-1.8
10	124	-1.4
10	121	+1.0
10	111	-1.9
10	113	-2.1



# Observations from Meter Center Audits



## Availability of Meters and Parts

- Meter centers with different meter models need to have at least one functioning meter of each model available during the audit
- Parts need to be available for both routine maintenance and repairs – especially if needed during the audit



## Use of Float Pails

- Float pails are used to verify water volume between calibration runs
- Many of the floats are broken or cannot be adjusted
- An affordable alternative is the use of a digital scale to verify both initial and intermediate water volume
- Improve accuracy, reduce repair costs



## Condition of Equipment

- Check hoses for wear, air leaks, cracks
- Maintenance of vacuum pumps a concern in some meter centers
- Take care of your wands – most of the variation in flow rates comes from PVC wands
  - Worn castellated orifices
  - Worn shut-off valves that leak air
  - Cracked wands



## Post-Calibration Meter Procedures

- An important part of meter calibration includes what happens after the run
  - 2<sup>nd</sup> runs if needed (<35.5 or >37.1)
  - Recording data – all calibration results
  - Identifying with certification tag/sticker



## Improvements to QCS Website

- Updated Information for all Providers
  - Contact Information
  - Certification Status
  - Expiration Dates
- Email changes (contact numbers, email addresses, web links) to Steve ([sjsievert@dhia.org](mailto:sjsievert@dhia.org))
- Updated regularly when audits are complete
- Visit [www.quality-certification.com](http://www.quality-certification.com) to learn more...



**The QCS team thanks you for  
your support and cooperation**

***Steve Sievert, QC Program Manager  
Rod Knutson, Accountant  
Jay Mattison, Administrator***

