

**QCS Field Services Advisory Meeting
October 14, 2009
7:30-9:00 a.m.**

Lancaster, PA

Tentative Agenda

Call to Order – 7:30 a.m. – Bob Albrecht, Chair

METER CENTER GUIDELINES – Steven J. Sievert, Manager QCS

- **List of Meters**
- **Possible Sunset Data for TESA**
- **Remove Volume test method (Weigh Jars)**

FIELD SERVICES – Steven J. Sievert, Manager QCS

- **Initial Training**
- **Continuing Education of Field Techs**
- **Portable Meters**
- **Electronic Meters**
- **Bulk Tank Comparisons**
- **Membership Agreements**
 - **Release of records**

Discussion Topics

- **Electronic ID System Verification**
- **Continuing Education of Managers**

Field Service Advisory Committee (FSAC) Meeting

October 14, 2009

Lancaster Host, Lancaster, PA

1. FSAC meeting called to order at 7:30 a.m. by Robert Albrecht, Chair
2. Steven Sievert, QCS presented minutes from the September 20, 2007 FSAC Meeting. Minutes were approved as presented. Steven Sievert was appointed to take minutes for the 2009 meeting.
3. Meter Center and Meter Technicians
 - a. Presentation (attached to minutes) by Steven Sievert, QCS Program Manager & Field Service and Meter Center Auditor.
 - b. Discussion of the Volume Test Method (used for the calibration of weigh jars)
 - i. Recommendation to the Audit Review Committee (ARC) for the removal of 'Auditing of the Volume Test Method (Page 11)' and 'Description of the Volume Test Method (Page 21)' from the Auditing Guidelines for Meter Centers and Technicians.
 - ii. M-S-P.
 - c. Discussion of Approved Meter Models
 - i. Recommendation to the ARC to that the last day of approved use for the TeSa Milk-o-Meter (all models) be set to December 31, 2010.
 - ii. M-S-P.
4. Field Services
 - a. Presentation (attached to minutes) by Steven Sievert, QCS Program Manager & Field Service and Meter Center auditor.
 - b. No changes or recommendations proposed.
5. Discussion of areas of potential improvement
 - a. Continuing Education of Managers
 - b. Electronic ID System Verification
 - c. No action taken
6. Presentation and distribution of revised auditing schedules by Steven Sievert.
7. Adjourned at 8:38 a.m.

Recorded by:

Steven Sievert
QC Program Manager/Field Service and Meter Center Auditor
Quality Certification Services Inc.

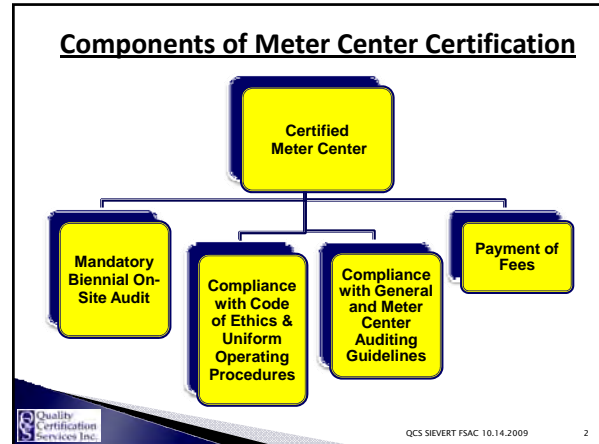


QCS Meter Center & Meter Technician Update

Steven J. Sievert
Manager, Quality Certification Services, Inc.
Technical Director, National DHMA

Quality Certification Services Inc.

Field Service Advisory Committee
October 14, 2009



General Auditing Guidelines

- Service providers are required to notify the auditor of:
 - *Changes in business name, address, phone, email, contacts*
 - *Changes in authorized personnel – i.e. meter technicians*
 - *Changes in equipment/instrumentation*
- Notification within 30 days of change
- Send changes to QCS Program Manager – Steven Sievert
- Assures accuracy in billing, website listings, and monitoring instrument performance
- Allows for cost-efficient scheduling of on-site discretionary audits

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General Observations from Meter Centers

- Equipment is aging in many meter centers
 - *Vacuum pumps/gauges are failing*
 - *Receiver jars showing some age*
 - *Care and maintenance of wands and scales is poor*
- Meter files are either excellent or poor – no middle ground
- Meter centers carrying excess parts inventory – especially for meters no longer in service
- Failure to replace 'annual' service kits – spending money on unnecessary repairs instead
- Stainless-steel 'fast-flow' wands reduce errors associated with the rig and reduce unnecessary parts replacement

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Portable Meters Currently In USE

MAKE	MODEL		COUNT	PERCENT	COUNT	PERCENT
FOSS	MILKO-SCOPE		298	0.28	298	0.28
SUBTOTAL					298	0.28
TESA	MILK-O-METER		244	0.23	244	0.23
SUBTOTAL					244	0.23
TRU-TEST	AUTO SAMPLER	FV	25,074	23.59		
	ECONOVALVE	EC	3,114	2.93		
	ELECTRONIC	EMM	528	0.50		
	EZI-TEST	EZ	7,766	7.30		
	FARMER	F	7,132	6.71		
	PULLOUT	HI	50,064	47.09		
SUBTOTAL					93,678	88.12
WAIKATO	MK V	MKV	11,722	11.03		
	SPEEDSAMPLER	SS	370	0.35		
SUBTOTAL					12,092	11.37
TOTAL			106,312	100.00	106,312	100.00

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Usage of Meters

Field Service Affiliate	No. Meters	Cows/Meter/Year	Times Calibrated/Year
A	3,131	896	4x to 12x
B	4,965	2,429	1x
C	5,708	1,301	1x to 2x
D	10,511	882	1x
E	1,307	1,068	1x
F	2,076	694	2x
G	364	4,185	1x

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Elimination of Volume Test Method

- > Used for Calibration of Weigh Jars
- > Reporting of Weigh Jars is no longer required in Field Service Auditing Guidelines
- > Proposal:
 - Elimination of Volume Test Method Procedure
 - Page 11 – Auditing of Volume Test Procedure
 - Page 21 – Description of Volume Test Method

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TeSa Milk-o-Meters

- > Currently 244 in active service
- > Operate on weight principle – all other meters operate on a volumetric principle
- > Limited parts supply
- > Difficult both to calibrate and to maintain calibration
- > Obsolete technology
- > Proposal:
 - Sunset date for the TeSa Milk-o-Meter, allowing time for those in use to be replaced with approved meter models

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Have you checked out the QCS Website?

www.quality-certification.com

Your source for...

- *Current versions of all Auditing Guidelines*
- *List of Approved Meter Models*
- *List of Certified Meter Centers and Meter Technicians*
- *What else would you like to see?*

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Quality Certification Services Inc.

- Performance & Quality Standards
- Compliance Auditing of Providers
- Education, Training, & Development

A simple, yet vital mission....

Providing a reliable source of information to people interested in the U.S. dairy records industry.

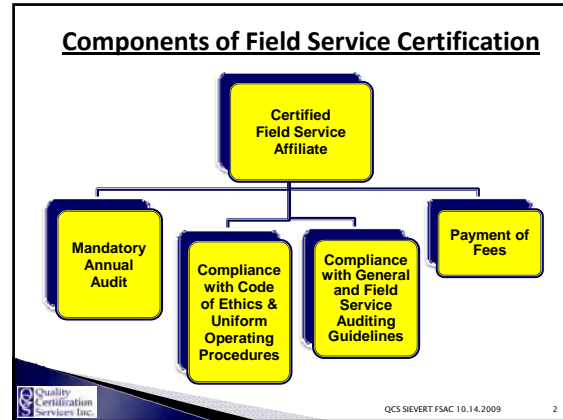
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**QCS
Field Service
Update**

Steven J. Sievert
Manager, Quality Certification Services, Inc.
Technical Director, National DHIA

Quality Certification Services Inc.
Field Service Advisory Committee
October 14, 2009



General Field Service Updates

- QCS revised the audit guide for field service affiliates
 - 1 page for each of the 10 sections of the audit
 - Revised spreadsheet with 10 tabs – one for each section
 - Streamlines data entry, avoid missing fields or documentation
 - Affiliate can still submit meter calibration data from their own spreadsheet or database if desired
- Rebate for digital submission of data – only half earned the rebate
- FTP site for submission of data
 - Eliminates problems with large attachments sent by email
 - Secure – each providers has their own folder
 - Two-way communication – QCS can place large files (older audit reports, etc.) for affiliate to download
 - Other uses – training materials, PowerPoint presentations, etc.

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Observations – Initial Training

- Majority of the affiliates meet the minimum
- Training documentation is dated
 - No updates to training programs since 2000-2003
 - We need to provide the tools for technician to succeed
 - Most likely more training than reported to the auditor
 - QCS recognizes variances between affiliates – just document what training you provided
- What support is needed?
 - Forms? Presentations?
 - Other Resources?
 - Can we share? No need to reinvent the wheel in a different time zone?

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Observations – Continuing Education

- Majority of the affiliates meet the minimum
- Training is varied, reporting could be better
 - Wide variety of meetings, workshops, conference calls
 - One-on-one training is okay if documented
 - Most likely more training than reported to the auditor
 - Don't forget about organizations certified under you...
- What is not appropriate?
 - Golf or fishing outings
 - Going to a farm show to look at exhibits

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Observations – Portable Meter Calibration

- Meters need to be calibrated at least every 12 months
- Many affiliates calibrate more often
 - QCS can handle multiple calibration dates
 - Use the latest two dates for the interval
- Helpful hints
 - Don't forget to record meter center and technician
 - Don't forget second calibration checks when required
 - No alphanumeric numbers if possible
 - Use the manufacturer's serial number for QCS whenever possible

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Observations – Scale Calibration

- > Scales need to be calibrated at least every 12 months
- > Record all weight increments
 - 10, 20, 30, 40, 50 pounds required
 - If goat calibrations are in the file – no problem – QCS just hides those columns
- > Digital Scales
 - Pelouze 7710 and 7750 hanging digital scale shows some promise
 - There is no model approval, but the scale should be able to be calibrated

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Observations – Electronic Meter Reporting

- > Electronic meters need to be calibrated every 12 months
 - Water Test Calibration
 - Parlor Report/EMMR/Manufacturer’s Software Report
- > Many affiliates exceed the minimum
 - Monitor reports monthly or quarterly
 - Build value in DHI program by emphasizing accuracy in data for both management use and genetic research
 - Identify failing meters and target repair costs accordingly
- > Myths about electronic meters
 - Will always be in calibration
 - DRPC will edit out the errors
 - A 10-day average takes care of all individual cow errors

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Why Calibrate Electronic Meters

- > Data Collection Rating (DCR) is higher than portable meters when all else is equal
- > Large volume of data flowing into the system from these herds
- > A.I. sampling programs have moved to larger herds
- > Importance increases in herds containing cattle from breeds other than Holstein
- > It is the requirement

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What Parlor Reports Tell Us

- > Great opportunity for sales and service
- > What field service affiliates have found on a follow-up visit regarding electronic meter performance
 - Blockage in the meter (very common)
 - Non-functioning meter/milker control panel
 - Non-functioning RFID reader
 - Certain milkers were not keying in animal ID (relief milker)
 - Less than 100% animal ID
 - Reattached cows were not keyed properly in the system
 - Bucket/dump cows were bypassing the meter
 - Improper installation of meters
 - Meter out of calibration

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Observations – Membership Agreements

- > Required for all herds
 - All test plans are included – even 40’s, 60’s, and 70’s
 - Data is used for genetic and management research
- > Good business practice
 - Herds may convert from non-processed to processed
 - Record of herd code assignment
 - Release and use of records

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Other Areas of Weakness

- > Thoughts for discussion
 - Continuing Education of Managers
 - Some managers have not attended an DHI training workshop for many years
 - Monitoring of Electronic ID Systems
 - There is an ICAR approved protocol – easy to adapt

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