

Field Service Advisory Committee (FSAC) Meeting  
September 22, 2010  
Dubuque, IA

1. Call to Order – Robert Albrecht, Chair, FSAC
2. Agenda Review and Repair
3. Minutes from 2009 FSAC Meeting (attached)
4. QCS Field Service Program Update – Steven Sievert, QCS
5. QCS Meter Center/Technician Program Update – Steven Sievert, QCS
6. New Business
7. Adjourn



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.





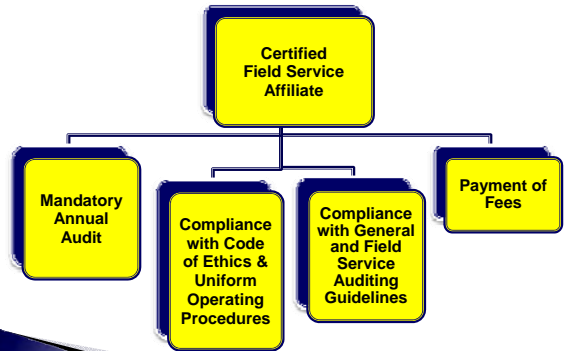
# QCS Field Service Update

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



Field Service Advisory Committee  
September 22, 2010

## Components of Field Service Certification



QCS SIEVERT FSAC 10.14.2009

2

## Observations – Initial Training

- Majority of the affiliates meet the minimum
- Training documentation is dated
  - *No updates to training programs since 2000-2003 – 75%*
  - *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?*



QCS SIEVERT FSAC 10.14.2009

3

## 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/ISPs certified under you...*
- What is not appropriate?
  - *Golf or fishing outings*
  - *Going to a farm show to look at exhibits*



QCS SIEVERT FSAC 10.14.2009

4

## Need for Improvement – CE for Managers

- Number of Field Service Affiliate Managers do not attend any organized training
- Increases challenges/increases costs of support
  - *Not aware of industry changes*
  - *Higher non-compliance issues*
  - *Concern in both lab and field service sectors*
- Possible development of CE (Continuing Education) system?
  - *Attendance at an approved meeting*
    - *i.e. NALMA/NADMA, National DHIA Annual Meeting, ICAR*
  - *Documentation of instrument manufacturer's training – Labs*
  - *Attendance at DPRC training meetings – Field Service Affiliates*



QCS SIEVERT FSAC 10.14.2009

5

## 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*



QCS SIEVERT FSAC 10.14.2009

6

## Observations – Scale Calibration

- Scales need to be calibrated at least every 12 months
- Still seeing about 2,100 scales in active use
- 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

## Observations – Electronic Meter Reporting

- Electronic meters need to be calibrated every 12 months
  - Water Test Calibration
  - Parlor Report/EMMR/Manufacturer's Software Report demonstrating that meters are accurately weighing milk
- 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
  - 10-day average takes care of all individual cow errors

## 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

## Observations – Membership Agreements

- Required for all herds
  - All test plans are included – even 40'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
- Common Problems
  - Missing Agreements – forgot to get the agreement initially
  - Missing Signatures – especially Field Service Affiliate signature

## Other Areas of Weakness

- Thoughts for discussion
  - Continuing Education of Managers
  - Monitoring of Electronic ID Systems
    - There is an ICAR approved protocol – easy to adapt
  - Sampler reporting with Electronic Meter File
    - Add another column to workbook for sampler make/model

## **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.*



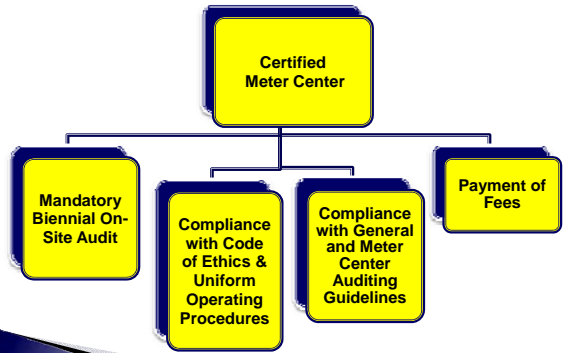
# QCS Meter Center & Meter Technician Update

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



Field Service Advisory Committee  
 September 22, 2010

## Components of Meter Center Certification



QCS SIEVERT FSAC 09.22.2010

2

## 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



QCS SIEVERT FSAC 09.22.2010

3

## General Observations from Meter Centers

- Equipment is aging in many meter centers
  - Vacuum pumps/gauges are failing (4 in 2010 so far)
  - Receiver jars showing some age – air leaks, etc.
  - 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



QCS SIEVERT FSAC 09.22.2010

4

## Portable Meters Currently In Use

### MONTHLY METERS

MAKE	MODEL	COUNT	PERCENT	COUNT	PERCENT
FOSS	MILKO-SCOPE	224	0.21		
	<b>SUBTOTAL</b>			<b>224</b>	<b>0.21</b>
TESA	MILK-O-METER	168	0.16		
	<b>SUBTOTAL</b>			<b>168</b>	<b>0.16</b>
TRU-TEST	AUTO SAMPLER	FV	25,114	23.39	
	ECONOVALVE	EC	2,934	2.73	
	ELECTRONIC	EMM	528	0.49	
	EZI-TEST	EZ	8,123	7.57	
	FARMER	F	6,845	6.38	
	PULLOUT	HI	51,136	47.63	
	<b>SUBTOTAL</b>			<b>94,680</b>	<b>88.18</b>
WAIKATO	MK V	MKV	12,013	11.19	
	SPEEDSAMPLER	SS	284	0.26	
	<b>SUBTOTAL</b>			<b>12,297</b>	<b>11.45</b>
	<b>TOTAL</b>	<b>107,369</b>	<b>100.00</b>	<b>107,369</b>	<b>100.00</b>



QCS SIEVERT FSAC 09.22.2010

5

## Changes in Auditing Guidelines

- None proposed or viewed as critical
- Only suggestion from the field:
  - Elimination of PVC or homemade calibration wands – must use manufacturer’s wand or approved closed (jar-to-jar) system.
  - Tru-Test offers stainless steel ‘fast-flow’ calibration wand
  - Waikato and QCS met in August on development of stainless steel ‘standard-flow’ calibration wand – prototype completed and availability late fall.



QCS SIEVERT FSAC 09.22.2010

6

## 2010 Meter Technician Training School



## Future Meter Technician Training Schools

### 2011

- Hosted by Mid-South Dairy Records
- Most likely May/early June – dates to be set in November during QCS audit visit to Springfield, MO

### 2012

- Proposal from Holstein Mexico to host
- Held in Queretaro, Mexico
- Bilingual instruction
- Most likely in early December – coincide with National Holstein show

## TeSa Milk-o-Meter Update

- Still 168 in active service
  - All located within one affiliate
  - All other affiliates have removed TeSa's from service
- No longer approved after December 31, 2010
- If not replace, all herds using portable meters will be marked as 'not meeting QC – code 3'

## Have you checked out the QCS Website?

[www.quality-certification.com](http://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?*

## 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.*



Field Service Advisory Committee (FSAC) Meeting

September 22, 2010

Grand Harbor Hotel, Dubuque, IA

1. FSAC meeting called to order at 7:25 a.m. by Robert Albrecht, Chair
2. There were no additional agenda items brought from the floor.
3. Steven Sievert, QCS presented minutes from the October 14, 2009 FSAC Meeting. Minutes were approved as presented. Steven Sievert was appointed to take minutes for the 2010 meeting.
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.
  - c. A task force, including QCS, field service and laboratory managers, will be appointed to develop proposals for continuing education of managers at both the field service and laboratory levels. The work product of this task force will be presented at the next FSAC meeting.
5. Meter Center and Meter Technicians
  - a. Presentation (attached to minutes) by Steven Sievert, QCS Program Manager & Field Service and Meter Center Auditor.
    - i. Review of progress of removal of TeSa meters to comply with the December 31, 2010 end-date for approval.
    - ii. Discussion on the use of home-made PVC calibration wands.
  - b. It was moved that "Effective January 1, 2012, all meter calibrations should be performed using a manufacturer's approved wand or an approved closed (jar-to-jar) system. Motion was seconded and passed.
6. No new business.
7. Adjourned at 8:04 a.m.

Recorded by:

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



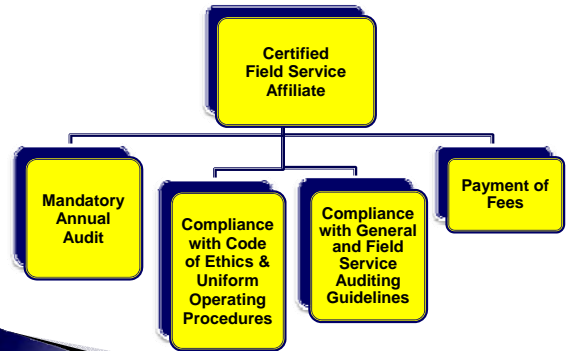
# QCS Field Service Update

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



Field Service Advisory Committee  
September 22, 2010

## Components of Field Service Certification



QCS SIEVERT FSAC 10.14.2009

2

## Observations – Initial Training

- Majority of the affiliates meet the minimum
- Training documentation is dated
  - *No updates to training programs since 2000-2003 – 75%*
  - *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?*



QCS SIEVERT FSAC 10.14.2009

3

## 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/ISPs certified under you...*
- What is not appropriate?
  - *Golf or fishing outings*
  - *Going to a farm show to look at exhibits*



QCS SIEVERT FSAC 10.14.2009

4

## Need for Improvement – CE for Managers

- Number of Field Service Affiliate Managers do not attend any organized training
- Increases challenges/increases costs of support
  - *Not aware of industry changes*
  - *Higher non-compliance issues*
  - *Concern in both lab and field service sectors*
- Possible development of CE (Continuing Education) system?
  - *Attendance at an approved meeting*
    - *i.e. NALMA/NADMA, National DHIA Annual Meeting, ICAR*
  - *Documentation of instrument manufacturer's training – Labs*
  - *Attendance at DPRC training meetings – Field Service Affiliates*



QCS SIEVERT FSAC 10.14.2009

5

## 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*



QCS SIEVERT FSAC 10.14.2009

6

## Observations – Scale Calibration

- Scales need to be calibrated at least every 12 months
- Still seeing about 2,100 scales in active use
- 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

## Observations – Electronic Meter Reporting

- Electronic meters need to be calibrated every 12 months
  - Water Test Calibration
  - Parlor Report/EMMR/Manufacturer's Software Report demonstrating that meters are accurately weighing milk
- 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
  - 10-day average takes care of all individual cow errors

## 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

## Observations – Membership Agreements

- Required for all herds
  - All test plans are included – even 40'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
- Common Problems
  - Missing Agreements – forgot to get the agreement initially
  - Missing Signatures – especially Field Service Affiliate signature

## Other Areas of Weakness

- Thoughts for discussion
  - Continuing Education of Managers
  - Monitoring of Electronic ID Systems
    - There is an ICAR approved protocol – easy to adapt
  - Sampler reporting with Electronic Meter File
    - Add another column to workbook for sampler make/model

## **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.*



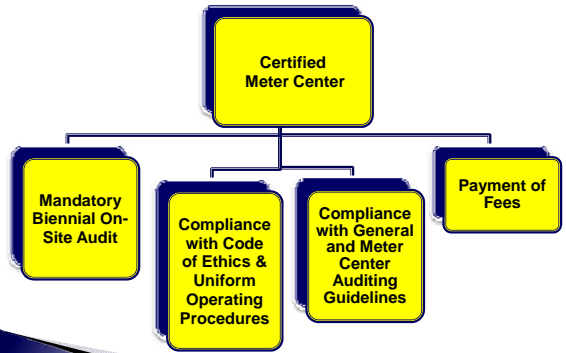
# QCS Meter Center & Meter Technician Update

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



Field Service Advisory Committee  
 September 22, 2010

## Components of Meter Center Certification



QCS SIEVERT FSAC 09.22.2010

2

## 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



QCS SIEVERT FSAC 09.22.2010

3

## General Observations from Meter Centers

- Equipment is aging in many meter centers
  - Vacuum pumps/gauges are failing (4 in 2010 so far)
  - Receiver jars showing some age – air leaks, etc.
  - 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



QCS SIEVERT FSAC 09.22.2010

4

## Portable Meters Currently In Use

### MONTHLY METERS

MAKE	MODEL	COUNT	PERCENT	COUNT	PERCENT
FOSS	MILKO-SCOPE	224	0.21		
	<b>SUBTOTAL</b>			<b>224</b>	<b>0.21</b>
TESA	MILK-O-METER	168	0.16		
	<b>SUBTOTAL</b>			<b>168</b>	<b>0.16</b>
TRU-TEST	AUTO SAMPLER	FV	25,114	23.39	
	ECONOVALVE	EC	2,934	2.73	
	ELECTRONIC	EMM	528	0.49	
	EZI-TEST	EZ	8,123	7.57	
	FARMER	F	6,845	6.38	
	PULLOUT	HI	51,136	47.63	
	<b>SUBTOTAL</b>			<b>94,680</b>	<b>88.18</b>
WAIKATO	MK V	MKV	12,013	11.19	
	SPEEDSAMPLER	SS	284	0.26	
	<b>SUBTOTAL</b>			<b>12,297</b>	<b>11.45</b>
	<b>TOTAL</b>	<b>107,369</b>	<b>100.00</b>	<b>107,369</b>	<b>100.00</b>



QCS SIEVERT FSAC 09.22.2010

5

## Changes in Auditing Guidelines

- None proposed or viewed as critical
- Only suggestion from the field:
  - Elimination of PVC or homemade calibration wands – must use manufacturer’s wand or approved closed (jar-to-jar) system.
  - Tru-Test offers stainless steel ‘fast-flow’ calibration wand
  - Waikato and QCS met in August on development of stainless steel ‘standard-flow’ calibration wand – prototype completed and availability late fall.



QCS SIEVERT FSAC 09.22.2010

6

## 2010 Meter Technician Training School



## Future Meter Technician Training Schools

### 2011

- Hosted by Mid-South Dairy Records
- Most likely May/early June – dates to be set in November during QCS audit visit to Springfield, MO

### 2012

- Proposal from Holstein Mexico to host
- Held in Queretaro, Mexico
- Bilingual instruction
- Most likely in early December – coincide with National Holstein show

## TeSa Milk-o-Meter Update

- Still 168 in active service
  - All located within one affiliate
  - All other affiliates have removed TeSa's from service
- No longer approved after December 31, 2010
- If not replace, all herds using portable meters will be marked as 'not meeting QC – code 3'

## Have you checked out the QCS Website?

[www.quality-certification.com](http://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?*

## 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.*