



Date: May 25, 2016

To: Dennis Edlund
General Manager, San Joaquin DHIA

From: Steven J. Sievert
Manager, Quality Certification Services Inc.

A handwritten signature in blue ink, appearing to read 'Steven J. Sievert', is positioned to the right of the 'From:' field.

Re: QCS Field Service Provider Certification

Quality Certification Services Inc. has completed the 2016 audit of the field service activities of San Joaquin DHIA. This audit was conducted on site in Manteca, CA on May 24-25, 2016. At this time your audit is complete and no further action is required.

Based on the findings of this audit, Quality Certification Services Inc. hereby concludes that **SAN JOAQUIN DHIA** meets the requirements established in the Council on Dairy Cattle Breeding Auditing *Procedures for Field Services* and *General Auditing Guidelines*, and in the *Uniform Operating Procedures*. The certification status of San Joaquin DHIA will be as 'CERTIFIED' at this time and will continue as such provided the items noted in this summary are addressed in a timely fashion.

As a reminder, your regular centering month for field services is **May**. San Joaquin DHIA will be subject to a mandatory off-site audit in **2017**.

Please feel free to contact me if you have any questions, comments or concerns.

Enc: QCS Audit Report
Certificate

Cc: Jay Mattison, CEO, National DHIA/QCS
Matt Erman, President, Board of Directors, San Joaquin DHIA



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To: Dennis Edlund
General Manager, San Joaquin DHIA

From: Steven J. Sievert
Manager, Quality Certification Services Inc.

Re: QCS Field Service Provider Audit – San Joaquin DHIA

Summary of Section 1 - General Information - complete

Summary of Section 2 - Organizational Information - complete

Summary of Section 3 Use of Certified Providers - complete

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Summary of Section 4 – Initial and Follow-Up Training of Field Technicians

Having reviewed the procedures, data, and documentation provided, the auditor made the following observations:

Comments on Submitted Documentation

- There were no new field technicians hired during the audit period.

Audit Findings

- As there were no new field technicians hired during the audit period, there was limited information to review in this section of the audit. San Joaquin DHIA did indicate to the auditor that the organization is in the process of developing an employee manual and plans on revising the training program for all field technicians. The auditor will monitor this development for compliance and provide support where possible.

Opportunities for Improvement

- San Joaquin DHIA is reminded to document training of all new field technicians as required by the auditing guidelines. This information should be entered in the field service workbook as outlined in the audit preparation guide. Assistance in development of new and revised training documents that are in compliance with the auditing guidelines is available from the auditor upon request.

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Summary of Section 5a – Continuing Education of Field Technicians

Having reviewed the procedures, data, and documentation provided, the auditor made the following observations:

Comments on Submitted Documentation

- The information provided to the auditor was complete and well-organized. No further edits were required prior to data analysis.

Audit Findings

- San Joaquin DHIA meets the minimum requirements for this section of the audit, providing only a meeting agenda and sign-in sheet. If San Joaquin DHIA includes materials distributed to field technicians, the auditor can review and offer both supporting materials and suggestions for topics for future field technician meetings.

Opportunities for Improvement

- San Joaquin DHIA is encouraged to all document training events including field technician conferences and one-on-one meetings to assure continued compliance with the auditing guidelines and to provide relevant tools for all employees. The auditor, upon request, can provide direction on suitable training topics as well as presentations to be used for field technician education.

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Summary of Section 5b – Continuing Education of Field Managers

Having reviewed the procedures, data, and documentation provided, the auditor made the following observations:

Comments on Submitted Documentation

- The documentation provided by San Joaquin DHIA was limited, however during the audit San Joaquin DHIA did provide additional training documentation.

Audit Findings

- The auditor concludes that San Joaquin DHIA meets the minimum requirements for this section of the audit.

Opportunities for Improvement

- The auditor outlined the manager training events meeting the requirements for this section of the audit. These include the National DHIA Annual Meeting and Leadership Conference, the Field Service Advisory Committee meeting, and the DHI-Provo Fall Conference.

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Summary of Section 6 – Calibration of Portable Meters

Having reviewed the procedures, data, and documentation provided, the auditor made the following observations:

Comments on Submitted Documentation

- The workbook provided by the auditor contained all the required information however required small edits prior to data analysis. These edits included:
 - Identification of meter model for five (5) meters.
 - Correction of the correct status for four (4) meters.

Audit Findings

- All meters were documented and calibrated during the audit period, with no meter having a calibration interval exceeding 425 days. This is a marked improvement from the previous audit where 30.7% of the meters had calibration intervals exceeding 425 days.

CURRENT AUDIT			PREVIOUS AUDIT	
NC	0	0.0%	0	0.0%
<365	195	57.5%	82	27.1%
365-425	144	42.5%	128	42.2%
> 425	0	0.0%	93	30.7%
Total	339	100.0%	303	100.0%

Opportunities for Improvement

- San Joaquin DHIA is reminded that the auditing guidelines require that each meter be calibrated at least once every 365 days to remain in compliance.

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Summary of Section 7 – Calibration of Scales

Having reviewed the procedures, data, and documentation provided, the auditor made the following observations:

Comments on Submitted Documentation

- There are no scales in service at San Joaquin DHIA.

Audit Findings

- There are no scales in service at San Joaquin DHIA and this section of the audit does not apply to San Joaquin DHIA.

Opportunities for Improvement

- As there are no scales in service, there are no suggestions for improvement for San Joaquin DHIA.

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Summary of Section 8 – Calibration of Electronic Meters

Having reviewed the procedures, data, and documentation provided, the auditor made the following observations:

Comments on Submitted Documentation

- The information provided to the auditor for this section of the audit was complete with only minor edits required.

Audit Findings

- All herds using electronic meters were reported and had their meters calibrated during the audit period, meeting the requirements for this section of the audit.

	HERDS		METERS	
NEW/RESTART	1		24	
QUIT/CODE 3	0		0	
TOTAL ACTIVE	12		400	
CALIBRATED	7	58.3%	156	39.0%
PARLOR REPORT	5	41.7%	244	61.0%
TOTAL	12	100.0%	400	100.0%
NC	0	0.0%	0	0.0%
HERDS NOT MEETING QC	0	0.0%	0	0.0%
<365	7	58.3%	200	50.0%
365-425	2	16.7%	112	28.0%
> 425	3	25.0%	88	22.0%
TOTAL	12	100.0%	400	100.0%

Opportunities for Improvement

- While the majority of herds are now current with their calibration, San Joaquin DHIA is required to demonstrate to the auditor that a process has been implemented to ensure that all herds using electronic meters are calibrated at least once every 365 days. This process should include notification of herds of calibration due dates, interaction of equipment dealers on DHI requirements, and producer notification of the consequences for failure to have meters calibrated in a timely fashion.

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Summary of Section 9 – Auditing of Test Day – Milk Shipped Comparisons

Having reviewed the procedures, data, and documentation provided, the auditor made the following observations:

Comments on Submitted Documentation

- The data provided to the auditor for this section of the audit was greatly improved and included supporting documentation where required.

Audit Findings

- San Joaquin DHIA exceeds the requirements for this section of the audit and no follow-up is required prior to the next audit.

Opportunities for Improvement

- San Joaquin DHIA is reminded to monitor all herds for test day – milk shipped deviations and report reasonable explanations as part of future audits for those herds requiring documentation. This information should be entered in the field service workbook as outlined in the audit preparation guide.

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Summary of Section 10 – Member Service Agreements

Having reviewed the procedures, data, and documentation provided, the auditor made the following observations:

Comments on Submitted Documentation

- The information provided to the auditor was well organized and complete.

Audit Findings

- The auditor finds that San Joaquin DHIA exceeds the requirements for this section of the audit.

Opportunities for Improvement

- San Joaquin DHIA is reminded to obtain member agreements for all new or restarted herds using their services. This information should be entered in the field service workbook as outlined in the audit preparation guide.

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