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Membership Development

Call 1-800-DHI-TEST for information.
Pennsylvania Dairy Herd Improvement Association
DHIA Service Center, Orchard Road, University Park, PA 16802

Quality Assured

Quality is one of the most important aspects of your Pa. DHIA monthly report.

You'll never see a quality score anywhere on your report, or a little sticker saying, "These samples inspected by No. 4," but sample testing quality affects every aspect of the information you pay for.

Think about it. How do you know that the fat, protein, and somatic cell count results on your monthly report are accurate?

You base feeding, breeding, and even culling decisions on these results. To use this information effectively, you must have confidence in the test results.

As Laboratory Quality Control Specialist for Pa. DHIA I'd like to share with you some of the steps we take, every day, to assure that the results you receive are of the highest possible quality.

First, let me describe several aspects of sample testing that influence the "correctness" of test results.

An instrument must be specific for the component in question. There should not be background noise that causes elevated or depressed readings.

An instrument must produce repeatable results. A given sample should have the same result each time it is tested by the machine.

Of course, each instrument must be accurate, giving the right answer each time a sample is tested.

Every week, I run a battery of quality checks on each machine in the lab to make sure that it reads

samples specifically, repeatably and accurately. Each machine is calibrated to standards produced by a nationally distributed company.

The standards cover a wide range of values for fat, protein, lactose and somatic cell count, thus ensuring that the machines are reading all samples correctly whether, for instance, the somatic cell count is 150,000 or 1,000,000.

Each morning, before any producer samples are tested, the machine operators go through a series of start-up tests to verify machine performance: Is there any background noise? Does the machine produce the correct value on a known sample? Is it giving the same value each time the sample is tested?

Any machine which does not pass all of the performance checks is not used until we can rectify the problem, then verify machine performance.

Every hour during the day, "check test" samples of known value are tested to verify that the machines are reading accurately and consistently. Again, any machine not passing all quality checks at any time is taken off line until we feel confident that it is functioning properly.

Throughout the course of a normal working day, each work station is subjected to a minimum of 73 quality checks!

Of course, these sophisticated machines don't run by themselves. A critical part of the



From the left, Dixie Burris, director of laboratory services, and Cathy Haughwout, laboratory control specialist, are in the Pa.DHIA laboratory where many quality control operations take place daily to ensure accuracy in reports.

machine operator's job is monitoring the parts of quality that any number of machine tests can't control.

Things like identification, temperature at testing, and condition of samples are monitored by the machine operator as each herd is tested. Quality is the most

important aspect of the job for our machine operators.

Although we strive for quick turnaround time, getting the right answer is always more important than getting a fast answer.

Did you know that Pa. DHIA's laboratory scored 99 out of a possible 100 on our last annual certifi-

cation for National DHIA?

Whenever your samples are tested, and whatever type of testing you request, you can be assured that the test results you get from Pa. DHIA are of the highest possible quality.

At Pa. DHIA, we care!

County Dairy Promoter Spring Meetings

CLARION, (Clarion Co.)—Pennsylvania Dairy Princess and Promotion Services, Inc. has announced the dates for its annual Spring District Meetings for all local dairy promoters.

Featured speaker will be Dr. Natalie M. Ferry, extension director, Union County Penn State Cooperative Extension. Her timely topic will be "De-Stressing Dairy Dilemmas." A Family Life and

Health Specialist and former member of the SUN Area dairy promotion committee, Dr. Ferry is an entertaining and thought-provoking speaker.

The meetings will also include updates on activities of the various Pennsylvania dairy promotion agencies and information needed for upcoming dairy princess contests and dairy promotion activities.

Those interested in working with dairy promotion at the county level are urged to attend the most convenient meeting. Reservations may be made by calling the Pennsylvania Dairy Princess office at (814) 226-7470.

All meetings will commence at 9:30 a.m. and conclude at 3:30 p.m. and will include lunch.

Area meetings will be held as follows:

•Central District: March 30-Holiday Inn, State

College.

•South Central District: March 31-Best Western Inn, Carlisle.

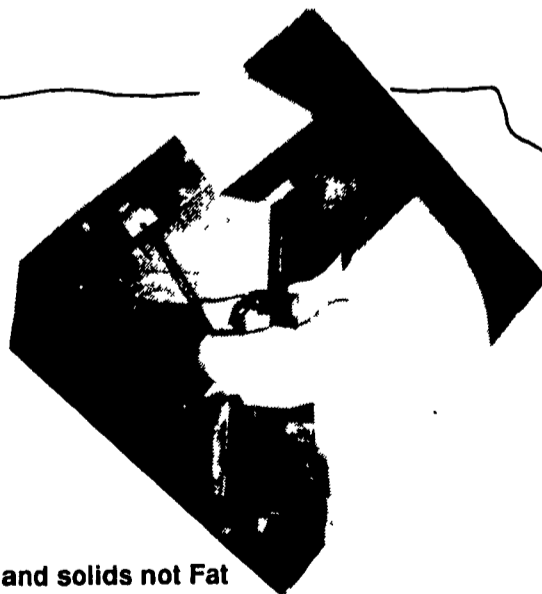
•Northwest District: April 3-Days Inn, Clarion.

•Southwest District: April 4-Knight's Court, New Stanton.

•Southeast District: April 6-Holiday Inn, Denver.

•Northeast District: April 11-Williamston Inn, Towanda.

We Can Give you Accurate Results



- ◆ Pioneered the first Central Milk Testing Laboratory
- ◆ One of the first Labs to test for Protein, Somatic Cell count and solids not Fat
- ◆ Pioneer of the first computerized Laboratory
- ◆ The most sophisticated and accurate Laboratory Machine Technology used by DHIA
- ◆ Fully electronic built-in PC flow of data
- ◆ 99% score with National Quality Certification in 94
- ◆ Monthly standards - Monitored by NDHIA
- ◆ Hourly check tests used to verify machine accuracy
- ◆ Annual Laboratory Technician Certification
- ◆ A licensed Laboratory Control Specialist on Staff
- ◆ Laboratory Bulletin Board access component results on test day
- ◆ Pick up milk samples 6 days a week in PA

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