

# Bringing BTM To The Dairy

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**T**he need to meet consumer and regulatory expectations regarding On-Farm Food Safety and Public Health will require new approaches to managing our animal production units. Each day our dairies produce raw milk, dairy beef and waste products. We must learn how to manage the dairy on a daily basis for: 1) animal health and well-being, 2) public health, and 3) environmental health.

To produce this program, we have drawn upon 3 basic elements. The concept of Hazard Analysis and Critical Control Points (HACCP – pronounced 'hassip') has been implemented in processing plants, the space program, etc. for a number of decades. HACCP is used to identify and prevent problems before they occur. Breakthrough Management is a method of putting in place a series of critical control point processes and is focused upon accomplishing specific tasks. Of course, we also draw upon decades of animal agriculture research and experience. We have combined the three areas, and molded them into 'Dairy-BTM'.

## What Is Dairy-BTM?

It is a system designed to prevent identifiable problems before they occur through implementation of standardized, daily management processes which impact animal health, environmental health, on-farm food safety and the economic well-being of the dairy.

## Is Dairy-BTM For You?

There are a few general questions that one may consider before looking at this program:

- Are you ready for change?
- Will you commit the few hours necessary to bring this program on line at your dairy?
- Are you willing to invest in building and growing your employees?
- Do you perceive a benefit in standardizing or changing your operational processes?
- Are you willing to make a financial investment to make the program work for you?

## Benefits Of BTM For The Producer

- Improves communication between management and employees.
- Enhanced utilization of employee's time and improved operational efficiency.
- Initiates regular, ongoing evaluation of progress.
- Reduces wasted resources.
- Ensures the production of a consistent, high quality product.

## How Do You Know It Works?

We have been beta testing the Dairy-BTM on dairies in California and Idaho. We will present data we feel documents the success and economic benefit of the program.

## What Does It Cost?

The program will be implemented in 'modules' (e.g. milking parlor, sick pen, transition cow, calf raising, feeding, etc.). It is our estimation that each module will cost between \$500 and \$2,500 to put in place. This will include farm visits, planning, management and employee training and setting up the monitoring procedures.

## How Is Dairy-BTM Different From Other TQM Programs?

Dairy-BTM is an implementation tool – it provides a process to get things done. The streamlining of the process the essentials are: a) bringing together the team; b) do the 5 BTM documents; and c) have a willingness to learn and put into practice what you learn.

The use of a Facilitator. The team knows that the facilitator is not a 'player' on the dairy. This person provides knowledge of the BTM process, maximizes the time investment of everyone involved, sends a strong message that all views of the team are important, and helps obtain consensus among the group.

Growing the program using 'modules' in a time scheme that the dairy personnel are ready to meet (i.e. Modules: milking parlor, hospital pen, drug



## The 12 Steps of Dairy-BTM Producer Version

- Step 1: Assemble a multi-disciplinary, facility-based BTM team.
- Step 2: Describe the final product and the method of its distribution. (e.g. fluid milk, butter, cheese, etc.) Identify the intended use of the food and the targeted consumer group(s).
- Step 3: Develop the Mission Statement and emphasize on-farm food safety in this process.
- Step 4: Develop and verify a flow diagram which describes the production and distribution process.
- Step 5: Determine the potential production problems and list actions to prevent them.
- Step 6: Determine where the Critical Control Points are for preventing the problems listed in Step 5 (CCPs; places where potential problems occur). Develop Standard Operating Procedures (SOPs) and assign responsibilities in performing the SOP.
- Step 7: Establish monitoring requirements. Determine what will be monitored; how it will be monitored; and how often it will be monitored.
- Step 8: Establish the breakpoints that determine when it is necessary to review the BTM program.  
Goal - Use the results of the monitoring program to adjust the procedures and maintain control of the production process.
- Step 9: Determine what actions will be taken when established critical limits are exceeded.
- Step 10: Establish a mandatory record keeping system.
- Step 11: Begin employee training utilizing developed Standard Operating Procedures (SOPs).  
Developing Human Assets - Education, Skills, Leadership, Values, Health.
- Step 12: Continue to verify the system via documents and records. (SOPs, treatment protocols, employee evaluation records, etc.)

inventory, transition cow [dry-fresh-breeding], heifer raising, calf raising, waste management, etc.)

### Summary

Enhancing the dairy's efficiency is paramount to improving the economic bottom line and achieving longevity in the dairy business. Yes, dairy business. The days of 'working harder' or simply milking more cows to make more money are almost, if not already over. Dairy-BTM is a team building and problem-solving program that helps everyone on the dairy understand that dairying is a food manufacturing business and a good way of life.

### Dairy-BTM Documents Required

#### For Program Implementation

- Mission Statement (i.e. milking parlor, treatment pen, calf raising, etc.)
- Standard Operating Procedure (SOPs)
- Training Forms
- Evaluation Forms

- Monitoring Forms

### Dairy-BTM Team Members Basic Configuration

- The Owner
- The Veterinarian
- The Facilitator

Example: 5-C Dairy Milking Parlor Mission Statement –

"The mission of the Milking Parlor BTM is to prevent the occurrence and spread of mastitis, in turn producing quality milk that meets or exceeds all safety standards, with a secondary goal of achieving optimum price and bonus payments for our food product (milk)."

- Animal health
- Public health
- Environmental health
- Financial Well-being

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# Notes



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