



## What Makes a Dairy One DHIA Technician Unique?

At Dairy One, our goal is to provide dairy producers with the most accurate information possible in order for them to better manage their farm operation. To ensure a high standard of DHIA service, we pride ourselves on our technician training, supporting our technicians, and providing technicians with the appropriate equipment to get the job done. Our approach to serving member farms is built on a foundation of Dairy One core values.

### Dairy One Technician Training

When a technician starts working for Dairy One, the first step is to work one-on-one with a professional DHIA trainer for 2 weeks, going to farms and learning how to accurately take samples and collect information in a variety of herd situations. After that, the technician is assigned a circuit (group of farms) to test, and a mentor to provide support and answer any questions the technician may have. In addition, market managers are available to help solve test day issues and answer questions.

All technicians attend at least two technician training workshops annually as part of a commitment to ongoing training. Additional resources include sessions about building software reports; information about blood and milk pregnancy and disease testing; and the use of web videos. Individual training is also available for technicians if they need to increase their skill in a particular area.

Beyond this, Dairy One has a dedicated in-office support staff to answer questions that come in daily from the approximately 160 technicians throughout the Northeast and Mid-Atlantic regions. This helps to ensure that herd information is uploaded quickly and correctly, and therefore farmers get accurate information about their herd with a fast turnaround time.



Dairy One DHIA Technician Marie Rohde takes a milk sample from an electronic meter.

### Dairy One DHIA Testing Equipment

In addition to the technical testing and software knowledge that technicians receive during their training, Dairy One aims to equip them with the most up-to-date equipment needed to get the job done. All Dairy One technicians receive a computer, printer, and milk meters. Since Dairy One serves a wide variety of farms, the DHIA technicians have to be prepared for any testing situation, which can range from small “pail and scale” testing all the way to robotic milking systems.

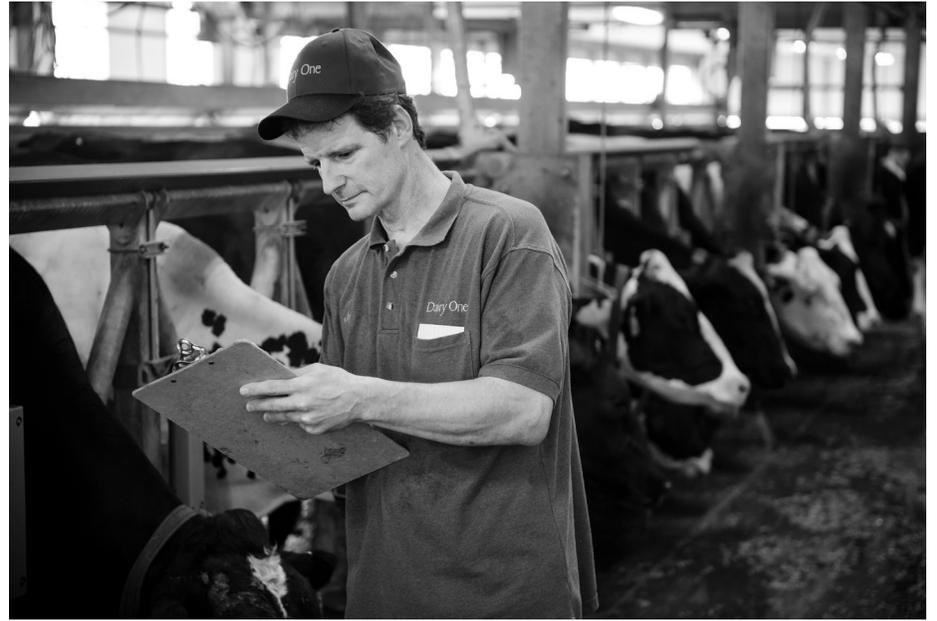
The importance of equipment cannot be overstated. Depending on the type of operation, Dairy One DHIA technicians choose from 3 types of equipment to best serve the needs of the farm: standard meters, electronic meters, and robot shuttle samplers. Standard meters gather both a representative milk sample and a milk weight. Electronic meters, used in parlors that measure milk weights electronically, gather a representative milk sample. Robot shuttle samplers are used with robotic milking systems to automatically gather samples as the cows are milked.

To take accurate samples, meters must be correctly calibrated. The meters are subject to a rigorous inspection and calibration process. This allows technicians to provide producers with accurate, timely information that in turn helps them manage their farm more efficiently and effectively.

Quality Certification Services has strict calibration requirements; meters must be calibrated by certified meter technicians a minimum of once per year. Meter technicians have to attend “meter school” to be certified to calibrate and service meters. Dairy One has certified meter technicians on staff, and they must attend meter school at least every 5 years to maintain their certification. Since Dairy One has DHIA technicians throughout the Northeast and Mid-Atlantic, it provides meter calibration services through the use of a mobile calibration unit. The meter technicians travel to designated locations during the year to calibrate each meter and reduce travel time for DHIA technicians.

### Dairy One Values

Dairy One believes in farming, and we are com-



Dairy One DHIA Technician collecting information to better manage the farm operation.

mitted to making a difference in the lives and operations of our farmers. Our very existence is based upon the idea of “measurement to management”, which is to say that the best way to manage a farm operation is to have accurate information that can be used to make effective, positive decisions. A well-managed farm is efficient and profitable, and we strive to provide the information that farms need to achieve their goals.

Managing a herd and milk production is a crucial part of a farm operation, and Dairy One DHIA technicians bring a set of core values to their jobs that acknowledges the importance of providing this information to farms.

We have **Integrity**. We begin with our own personal integrity, which we carry over to our collective integrity that is applied to all of our work.

We are **Professional**. We provide accurate, high-quality services with a respectful, can-do attitude.

We are **Innovative**. We bring new ideas and services to our members to meet their ever-changing needs.

We are **Committed**. We are committed to the long-term success of our members, customers, and employees, as well as to the agricultural industry.

We are **Positive**. We have a positive outlook on our industry, and we bring a positive attitude to our members, customers, and coworkers.

### How Can a Dairy One DHIA Technician Make a Difference on Your Farm?

We are always ready to help a farm gather information and data that will lead to better management decisions. To learn more about Dairy One DHIA testing, please visit our website at [www.dairyone.com](http://www.dairyone.com), or call us at 800.344.2697. We look forward to working with you!