



QA STUDIO ICE CREAM MODULE

Laboratory Information Management System

QA Studio

May 2006

QA Studio Training Manual



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Introduction

Background.

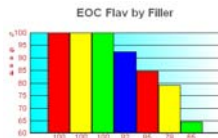
QA Studio was first developed in 1988. A multi-product dairy and juice processing facility needed a way to manage their data. QA Studio was specifically written to meet those needs. Since the inception of QA Studio, many QA Managers, Plant Managers and other users have had input in improving the program. QA Studio is working closely with the dairy and food industry and the consulting firm of Randolph Associates, Inc. to continually improve and to make QA Studio the best tool for laboratory information management.

D A T A	
✓	Fast, accurate entry
✓	Enter once
✓	Utilize all data
✓	Real-Time Data

The purpose for QA Studio is to utilize all the data that is generated in testing laboratories. The data is easily entered into QA Studio or imported from the testing equipment. As soon as data is entered, the data is accessible to specified QA Studio users within your company.

Users include receivers that receive the incoming raw milk and other ingredients, the laboratory technicians, QA Managers, Plant Managers, Production Supervisors, Sanitation, Accounting and others involved with Quality Assurance and testing information.

Reports in QA Studio are easily generated to send to customers, suppliers, corporate or for in-house circulation. Reports include many choices: some examples include different sort options, summaries only and the ability to include QA Events.



Graphs in QA Studio are an extremely powerful tool. Troubleshooting is effortless. Choose the data, the graph, the test, and easily arrow thru all the combination to find areas of opportunity.

Module Information



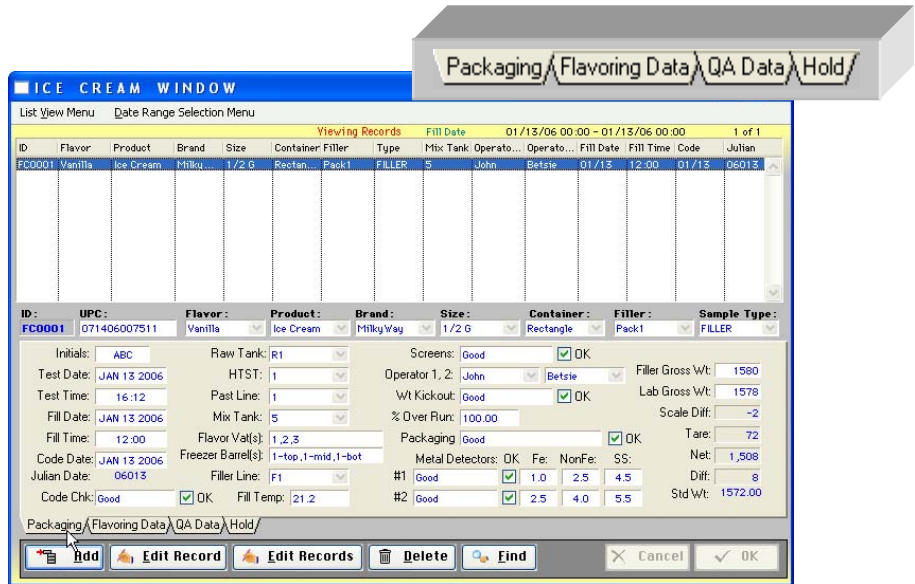
Each module is similar so training is EZ. QA Studio is very user-friendly. Modules include a security system, defaults, support lists, and specifications. Each facility determines the information they want to track, the tests they want to perform and the specifications they want to meet.

Color-coded modules: Since you are able to have more than one module open at a time, we have color-coded the modules for easy identification.

C O L O R	
✓	Red for Raw
✓	Blue for Fluid
✓	Green for Culture
✓	Yellow for Ice Cream

Main Window View

There is a series of tabs at the bottom of the main window. The different tabs change the view of the lower part of the main window. The first tab is the Packaging tab. This tab includes general identifying information about the product and packaging related items.

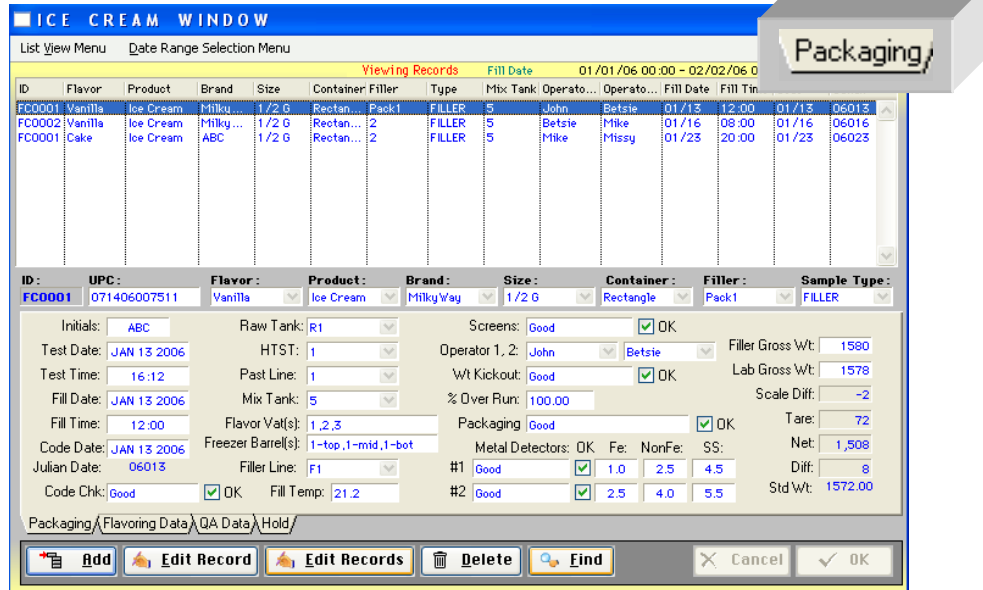


QA Studio will do the math!

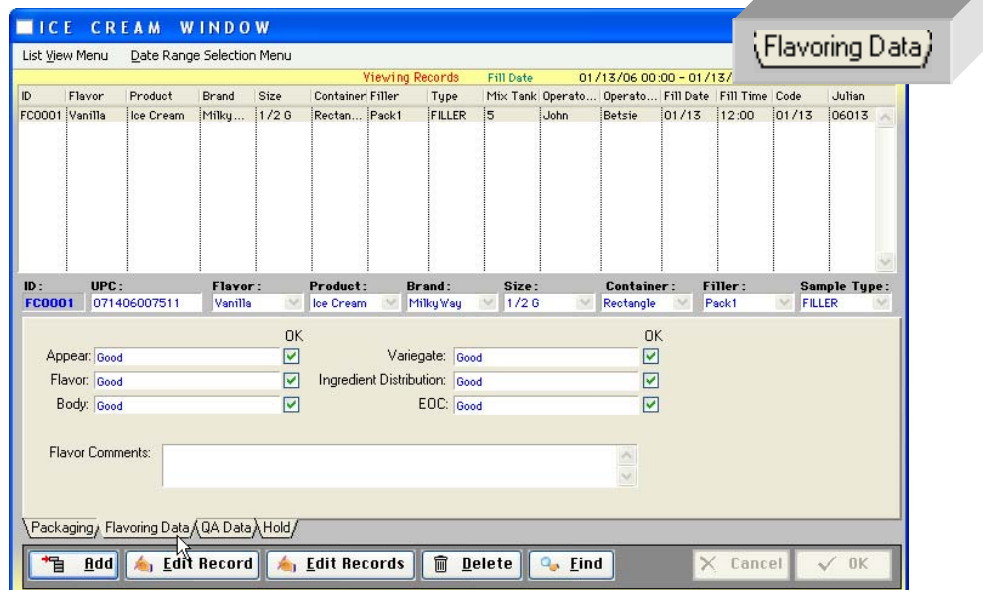
There are drop-down menus to make data entry faster and more accurate. You can also enter the first letter/number until your choice pops up, or use the arrow key thru the menu.

QA Studio also does the math for you: You enter the gross weight on the finished product and QA Studio will determine the net weight and difference from the target.

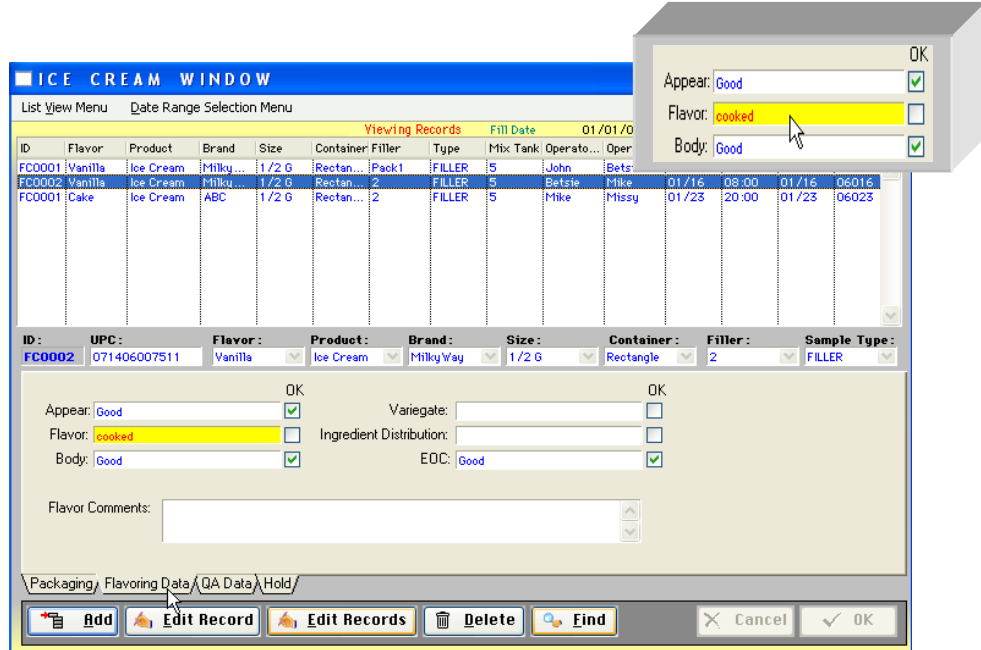
Packaging Tab: Identifying Information of the finished product and packaging checks can be found on the Packaging tab. Include the information that is important to your facility. The identifying information will help in queries to determine quality issues. Example, you may look at the quality of finished product from your different mix tanks, or check the quality on the different fillers or different flavors.



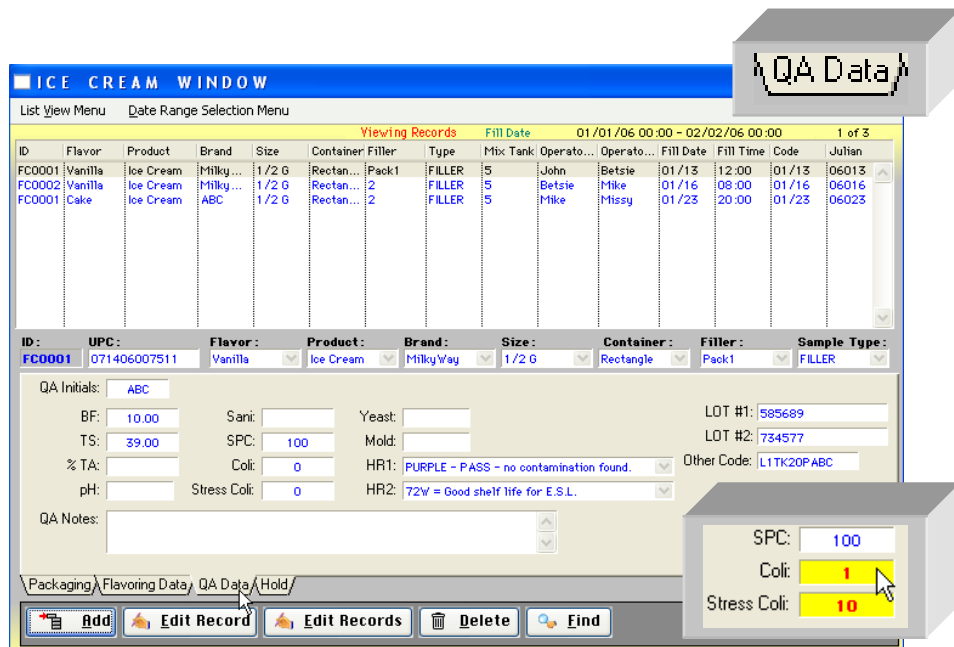
Flavoring Tab: The appearance, flavor and body of ice cream are important quality characteristics. Also, the variegate distribution and the inclusion distribution are other important quality characteristics. Example: The variegate may be off to one side or clumped together and/or inclusions, such as the candy or nuts may be too much, too little or off to one side. Any other flavor comments may be included.



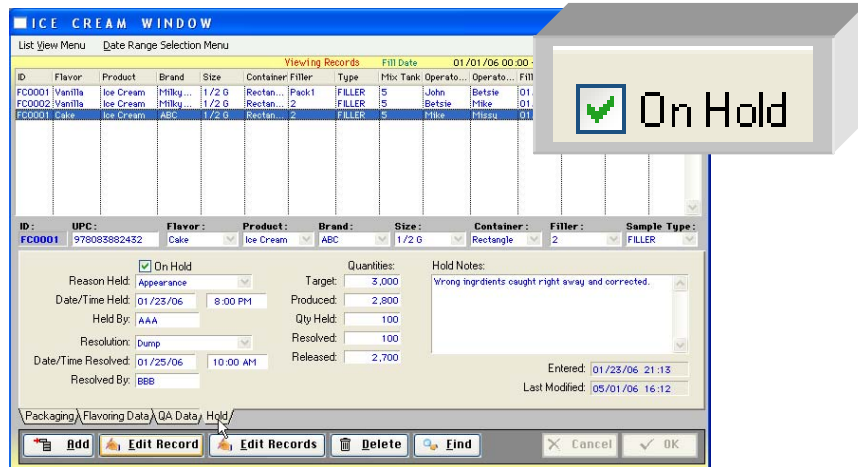
Flavor Tab (Con't): Results of OK, O.K., Good and GOOD are automatically checked off as “OK” meaning they pass the test. All other comments will automatically highlight and be out of spec. You have the option to click OK with any comments other than Good and OK and make the result pass too.



Quality Tab: Compositional information and microbiological quality are tracked in the Quality tab. Any results outside the specifications set up in the Ice Cream Product Specification window will highlight. There is a field to document Lot #1 and Lot #2 for packaging materials. There is also a field for Other Code, which would be any additional code put on the product for traceability purposes.



Hold Tab: The Hold tab tracks items that have been put on hold.

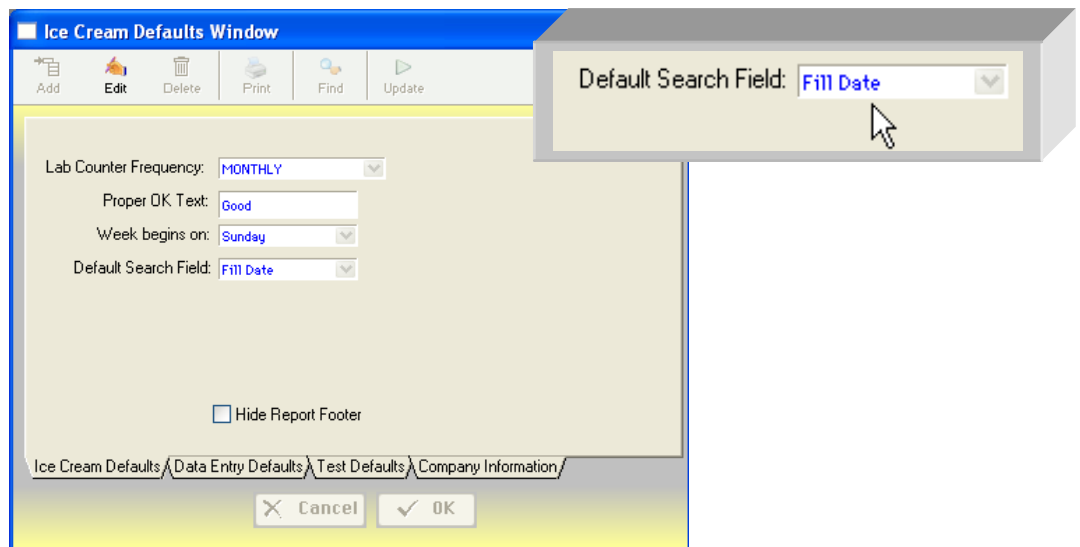


Date Criteria

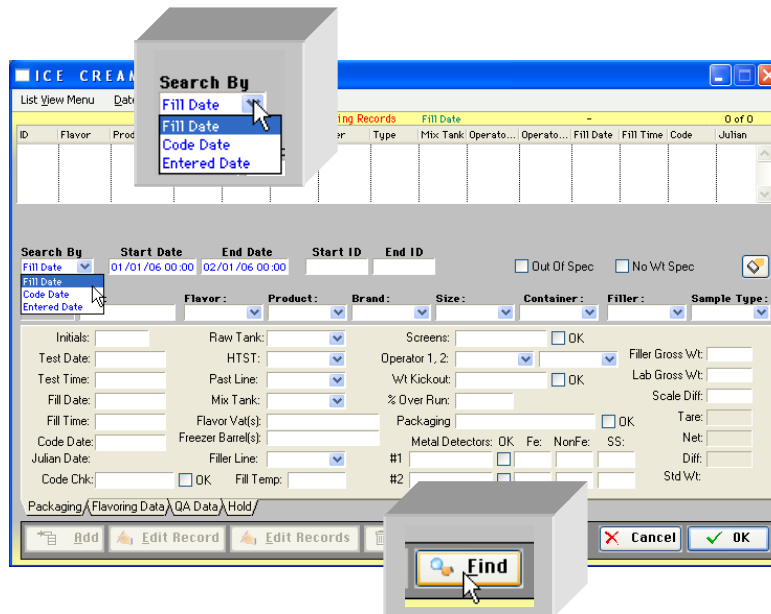
Dates: In the Ice Cream module, dates pertain to Test Date, Code Date or Fill Date. When you set up your default date criteria, in the Ice Cream Default window, that's the criteria the search will be based on. The criteria can also be easily changed when performing the search. If you are counting microbiological plates may want to perform the search by the Entered Date.

D A T E S	
✓	Fill/Package Date
✓	Entered/Test Date
✓	Code Date

Ice Cream Default Window: Set Default Search criteria.



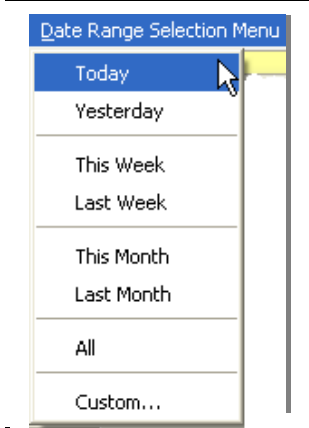
After clicking FIND, the Search by criteria can be easily changed as needed.



Select Date Range – Ice Cream Main Window

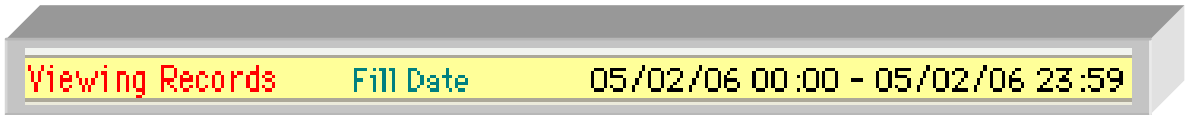
Date Range Selection: In the Ice Cream module, a date range can be selected by a pull down menu bar located at the top of the main window. The date range will default to the date criteria setup in the Ice Cream Default window.

DATE RANGE SELECTION MENU	
<input checked="" type="checkbox"/>	Today
<input checked="" type="checkbox"/>	Yesterday
<input checked="" type="checkbox"/>	This Week
<input checked="" type="checkbox"/>	Last Week
<input checked="" type="checkbox"/>	This Month
<input checked="" type="checkbox"/>	Last Month
<input checked="" type="checkbox"/>	All
<input checked="" type="checkbox"/>	Custom



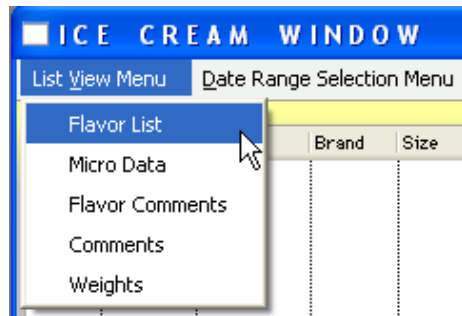
In the example below, the default was set to Fill Date. Today was chosen from the Date Range Selection menu.

Samples with Today's Fill date (5-2-06) will be displayed in the main Ice Cream window. The colored bar near the top of the main window always lets you know the date criteria and the date range you are viewing in the main window.



Select Data View – Ice Cream Main Window

List View Menu: Another pull down menu bar located at the top of the main window is the List View menu. This menu changes the view of data in the main window.



VIEW MENU	
<input checked="" type="checkbox"/>	Flavor List
<input checked="" type="checkbox"/>	Micro Data
<input checked="" type="checkbox"/>	Flavor Comments
<input checked="" type="checkbox"/>	Comments
<input checked="" type="checkbox"/>	Weights

The Flavor List View: Includes the following information in the main window:

ID	Flavor	Product	Brand	Size	Container	Filler	Type	Mix Tank	Operato...	Operato...	Fill Date	Fill Time	Code	Julian
IC0001	Vanilla	IceCream	Milky...	1/2G	Round	Tind3	FILLER	2	Betste	John	05/04	08:00	05/04	06124

The Micro List View: Includes the following information in the main window:

ID	Flavor	Product	Brand	Size	Container	Filler	Type	Temp	BF	TS	SPC	COLI	S COLI	YEAST	MOLD
IC0001	Vanilla	IceCream	Milky...	1/2G	Round	Tind3	FILLER	20.0	10.11	39.10	100	0	0		

The Flavor Comments View: Includes the following information in the main window:

ID	Flavor	Product	Brand	Size	Container	Filler	Type	Appearance	Flavor Check	Body	Variegate	Incl Dist
IC0001	Vanilla	IceCream	Milky...	1/2G	Round	Tind3	FILLER	Good	Good	Good		

The Comments View: Includes the following information in the main window:

ID	Flavor	Product	Brand	Size	Container	Filler	Type	Code Check	Flavor Text	Appear Text	EOC Text
IC0001	Vanilla	IceCream	Milky...	1/2G	Round	Tind3	FILLER	Good	Good	Good	

The Weights View: Includes the following information in the main window:

ID	Flavor	Product	Brand	Size	Container	Filler	Type	Gross Wt	Tare Wt	Net Wt	Wt Diff	Lab Wt	Scale Diff
IC0001	Vanilla	IceCream	Milky...	1/2G	Round	Tind3	FILLER	1095	70	1025	4	1094	1

Sort Sequence – Ice Cream Main Window

Sorting items: Sorting in the Ice Cream main window can be easily accomplished by clicking on the column heading in the main window. To sort by Flavor, click on the Flavor heading, to sort by mix tank, click on the mix tank and so on.

Flavor	Mix Tank	Fill Time
Cake	1	01 :00
Chocolate	1	07 :00
Rocky R...	1	08 :00
Strawb...	2	08 :00
Strawb...	2	08 :30
Tin Roof	2	09 :00
Tin Roof	2	09 :00
Vanilla	2	10 :00
Vanilla	4	10 :00
Vanilla	5	11 :00
Vanilla	5	11 :00

Security – Adding a User

There is a security system built into QA Studio. Each user has a password to get into the program. The QA Manager grants users access to different modules and varying degrees of access within each module as necessary.



Setting up Passwords:

Click on settings

Click on User Manager

Enter the password supplied by QA Studio

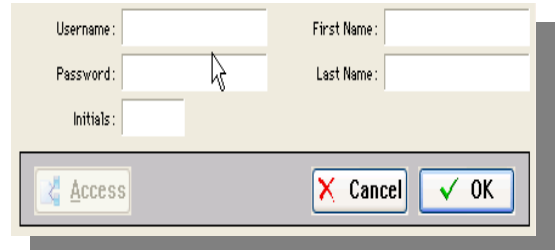
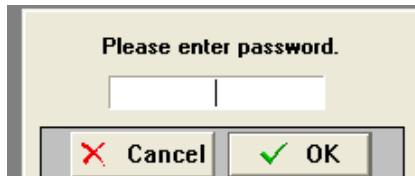
Click OK

Click ADD in User Management Window

Add User name and other information

Click OK

Grant access to user



Security – Granting Access

Once a user is added, access is granted for designated modules.

Users Managers Window will open upon clicking on Access. The QA Studio user can be given access to the modules. If you do not wish for a user to have access to a module you can choose that option. If you wish the user to have access to a module, click Access Granted. Then you decide how much access within the each specific module. *In each row, choosing the option to the furthest on the right side, will give the most access for that row. Choosing 0 days of data means unlimited. A 7 would give user access to 7 days of data.*

Access Rights for Each Module:

Click on a user.

Click on Access.

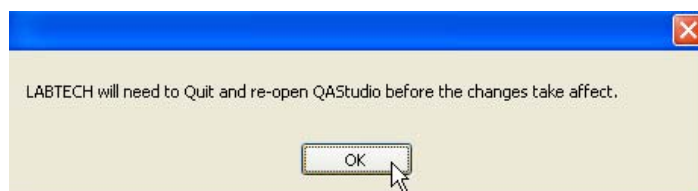
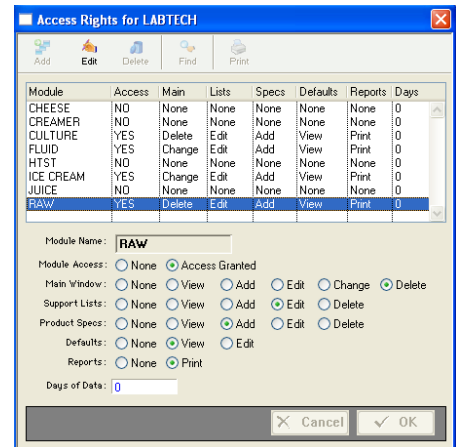
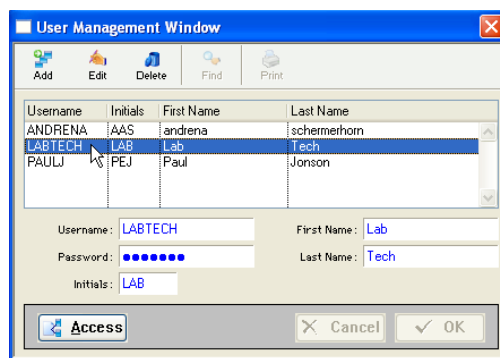
Click on a Module.

Click Edit. (Or double click on module to edit).

Message will pop up that for changes to take affect you must close the program and reopen.

Choose how much access to give the user for each section. Furthest to the right gives the user the most access.

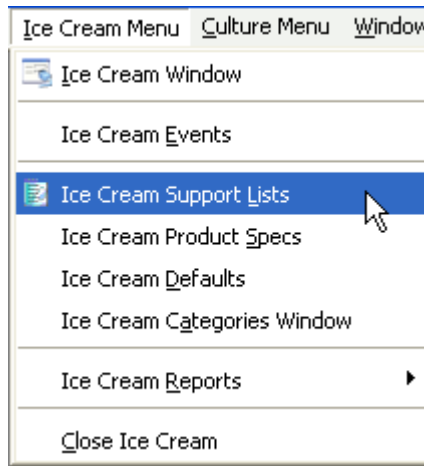
Then click OK.



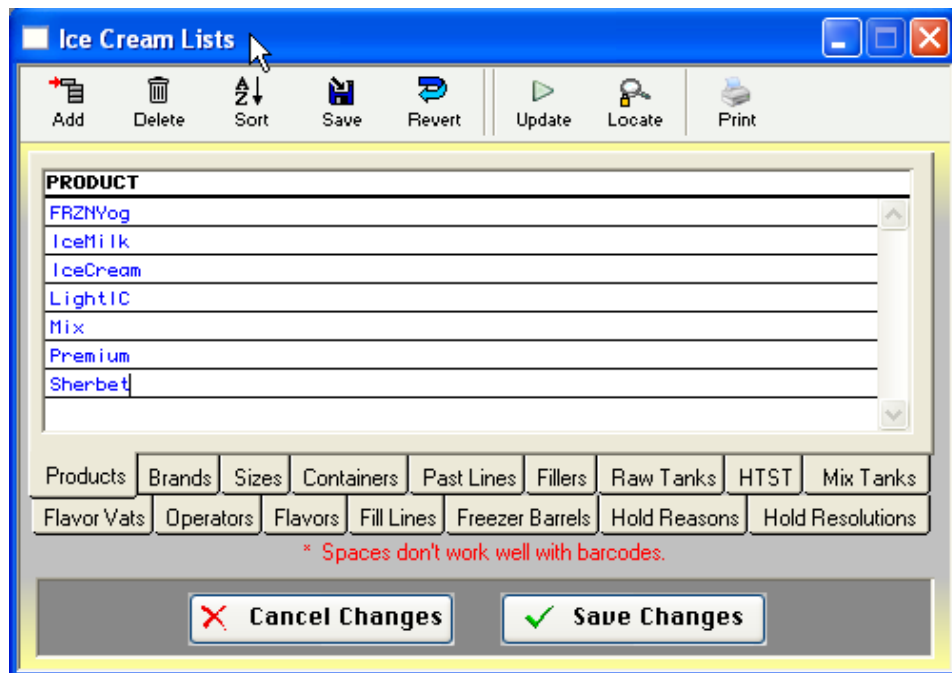
Support Lists

For fast and accurate data entry, QA Studio uses support lists. The support lists are set up when QA Studio is first installed. New items can be added to the support lists as needed. When the QA Studio user is entering information on the sample to be tested the information is selected from the drop down lists, which were prepared in the support lists.

The Support lists are found in the Ice Cream program menu on the toolbar.











The support lists can be selected by clicking in the appropriate program menu. The following screen appears when the support lists are selected:

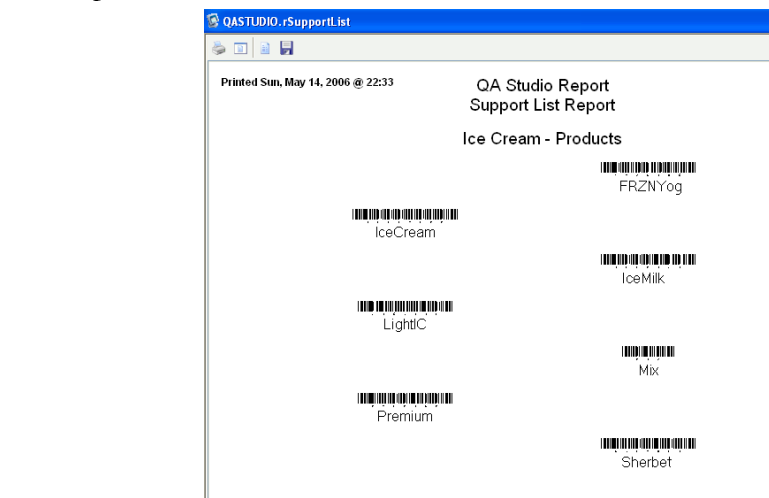


The support lists contain the options in drop down form that the user will be selecting from to populate fields in the Ice Cream product window. When establishing the support lists, it is recommended to enter in all possible options that are to be used in the program into each list. It is not possible to enter in data in the drop down sections of the product windows unless it is setup as an option in the support lists. Support lists contain entries for product, brand, size, container, tank, filler, side, operator, etc.

On the support lists toolbar, there are several icons that are used to create, edit and validate the support lists

- 
“Add” icon – click this icon to enter items into the lists.
- 
“Delete” icon – click this icon to delete items.
- 
“Sort” icon – click this icon to sort items.
- 
“Save” icon – click this icon to save the current version to the disk.
- 
“Revert” icon – click this icon to revert to the version saved on disk.
- 
“Update” icon – click on this icon to run the update process.
- 
“Locate” icon - click this icon to find missing entries.
- 
“Print” icon – click this icon to print the list in the form of a bar code.

Bar Codes for Support List Items can be printed to use for scanning information instead of choosing from the drop down lists. Each item in all support list categories can be printed with a bar code generated by QA Studio.



To Add an item to the Support List:
Choose the tab identifying the category.

Set your cursor on the first line by “Clicking” on that line

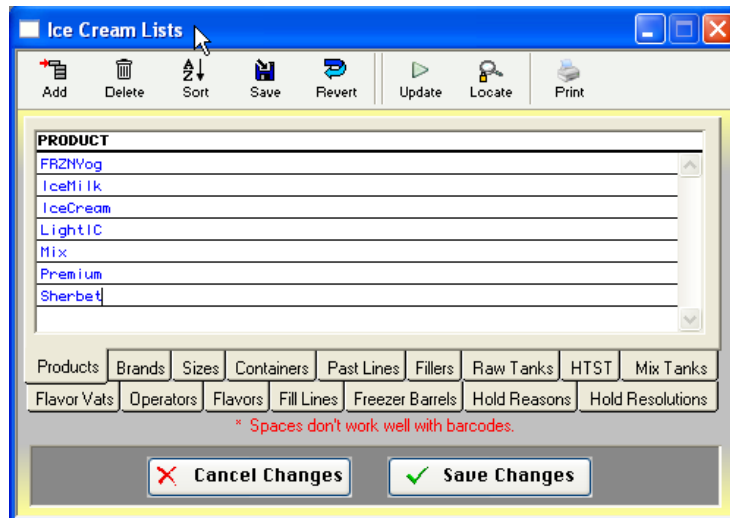
Click the Add icon to create a new line.

Make sure you are in the new blank line.

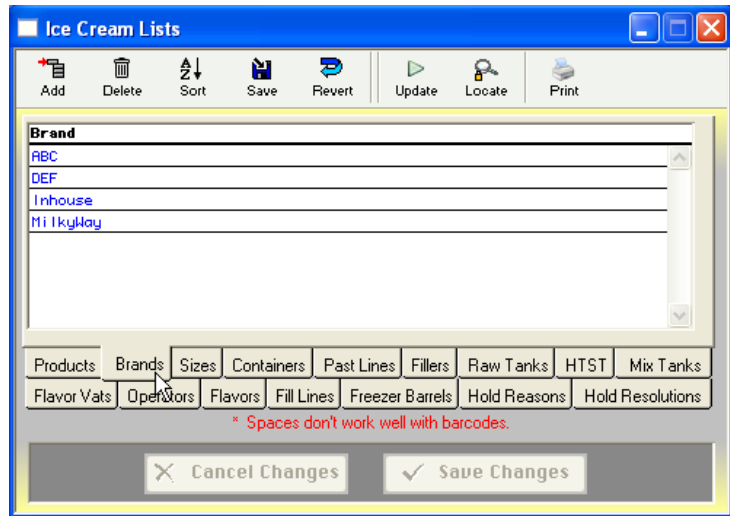
Enter in the text or number identification. *It is best to make ID short and not include spaces.*

Click Save Changes.

Product Tab:



Brand Tab:



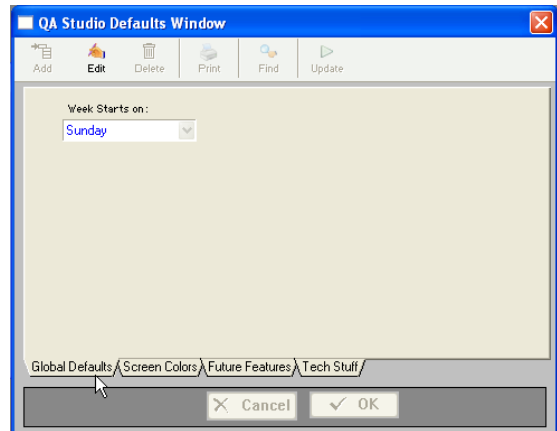
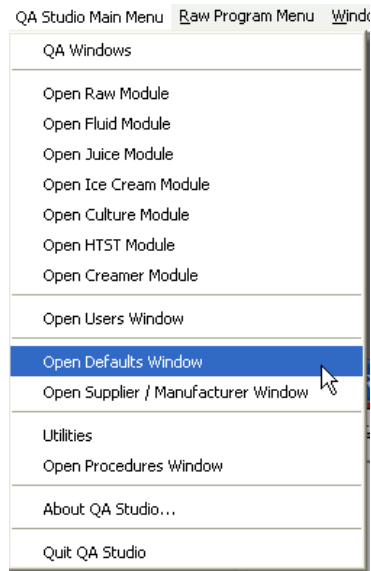
See below for examples, of categories within the support lists.

<table border="1"> <thead> <tr><th>Size</th></tr> </thead> <tbody> <tr><td>1/2G</td></tr> <tr><td>3LB</td></tr> <tr><td>PT</td></tr> <tr><td>QT</td></tr> </tbody> </table>	Size	1/2G	3LB	PT	QT	<table border="1"> <thead> <tr><th>Container</th></tr> </thead> <tbody> <tr><td>Paper</td></tr> <tr><td>Plastic</td></tr> <tr><td>Rectangle</td></tr> <tr><td>Round</td></tr> <tr><td>Square</td></tr> <tr><td>Tub</td></tr> </tbody> </table>	Container	Paper	Plastic	Rectangle	Round	Square	Tub	<table border="1"> <thead> <tr><th>Past Line</th></tr> </thead> <tbody> <tr><td>1</td></tr> <tr><td>2</td></tr> </tbody> </table>	Past Line	1	2	<table border="1"> <thead> <tr><th>FILLER</th></tr> </thead> <tbody> <tr><td>1</td></tr> <tr><td>2</td></tr> <tr><td>Ander2</td></tr> <tr><td>Pack1</td></tr> <tr><td>Rectang</td></tr> <tr><td>Round</td></tr> <tr><td>Saw1</td></tr> <tr><td>Tind3</td></tr> </tbody> </table>	FILLER	1	2	Ander2	Pack1	Rectang	Round	Saw1	Tind3	
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<table border="1"> <thead> <tr><th>Operator</th></tr> </thead> <tbody> <tr><td>AAA</td></tr> <tr><td>Betsie</td></tr> <tr><td>John</td></tr> <tr><td>Mike</td></tr> <tr><td>Missy</td></tr> </tbody> </table>	Operator	AAA	Betsie	John	Mike	Missy	<table border="1"> <thead> <tr><th>Flavor</th></tr> </thead> <tbody> <tr><td>Cake</td></tr> <tr><td>Cherry</td></tr> <tr><td>ChocChip</td></tr> <tr><td>ChocSwirl</td></tr> <tr><td>Chocolate</td></tr> <tr><td>CookNCrm</td></tr> <tr><td>Lemon</td></tr> <tr><td>MintChip</td></tr> </tbody> </table>	Flavor	Cake	Cherry	ChocChip	ChocSwirl	Chocolate	CookNCrm	Lemon	MintChip	<table border="1"> <thead> <tr><th>Fill Line</th></tr> </thead> <tbody> <tr><td>F1</td></tr> <tr><td>F2</td></tr> </tbody> </table>	Fill Line	F1	F2	<table border="1"> <thead> <tr><th>Freezer Barrels</th></tr> </thead> <tbody> <tr><td>1-Bot</td></tr> <tr><td>1-Mid</td></tr> <tr><td>1-Top</td></tr> <tr><td>2-Mid</td></tr> <tr><td>2-Top</td></tr> <tr><td>3-Bot</td></tr> </tbody> </table>	Freezer Barrels	1-Bot	1-Mid	1-Top	2-Mid	2-Top	3-Bot
Operator																												
AAA																												
Betsie																												
John																												
Mike																												
Missy																												
Flavor																												
Cake																												
Cherry																												
ChocChip																												
ChocSwirl																												
Chocolate																												
CookNCrm																												
Lemon																												
MintChip																												
Fill Line																												
F1																												
F2																												
Freezer Barrels																												
1-Bot																												
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<table border="1"> <thead> <tr><th>Hold Reason</th></tr> </thead> <tbody> <tr><td>Appearance</td></tr> <tr><td>Bacteria</td></tr> <tr><td>ChangeOver</td></tr> <tr><td>Color</td></tr> <tr><td>Flavor</td></tr> <tr><td>WrongProduct</td></tr> </tbody> </table>	Hold Reason	Appearance	Bacteria	ChangeOver	Color	Flavor	WrongProduct	<table border="1"> <thead> <tr><th>Hold Resolutio</th></tr> </thead> <tbody> <tr><td>Breakroom</td></tr> <tr><td>Donation</td></tr> <tr><td>Dump</td></tr> <tr><td>Rework</td></tr> </tbody> </table>	Hold Resolutio	Breakroom	Donation	Dump	Rework															
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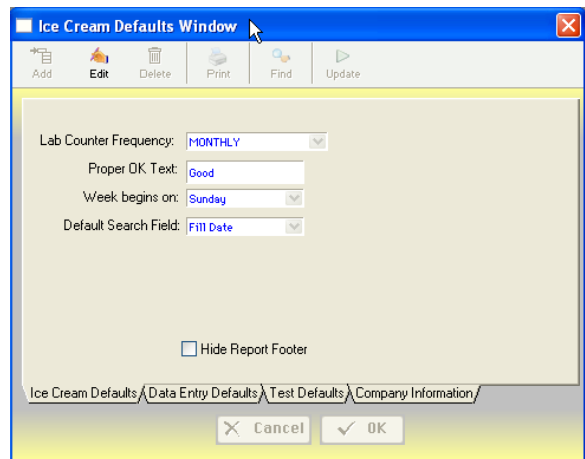
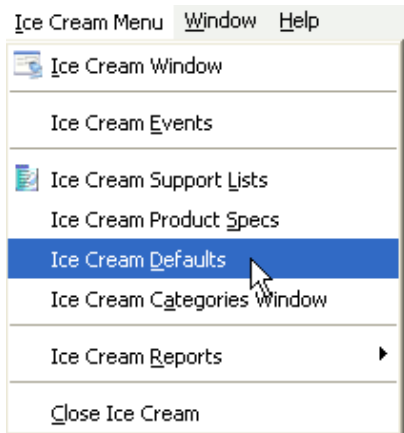
Defaults

To obtain common information faster, QA Studio uses defaults. There are two areas where defaults can be found. First, there are the general QA Studio program defaults found in the QA Studio main menu. Secondly, each individual module has it's own defaults pertaining specifically to that corresponding module.

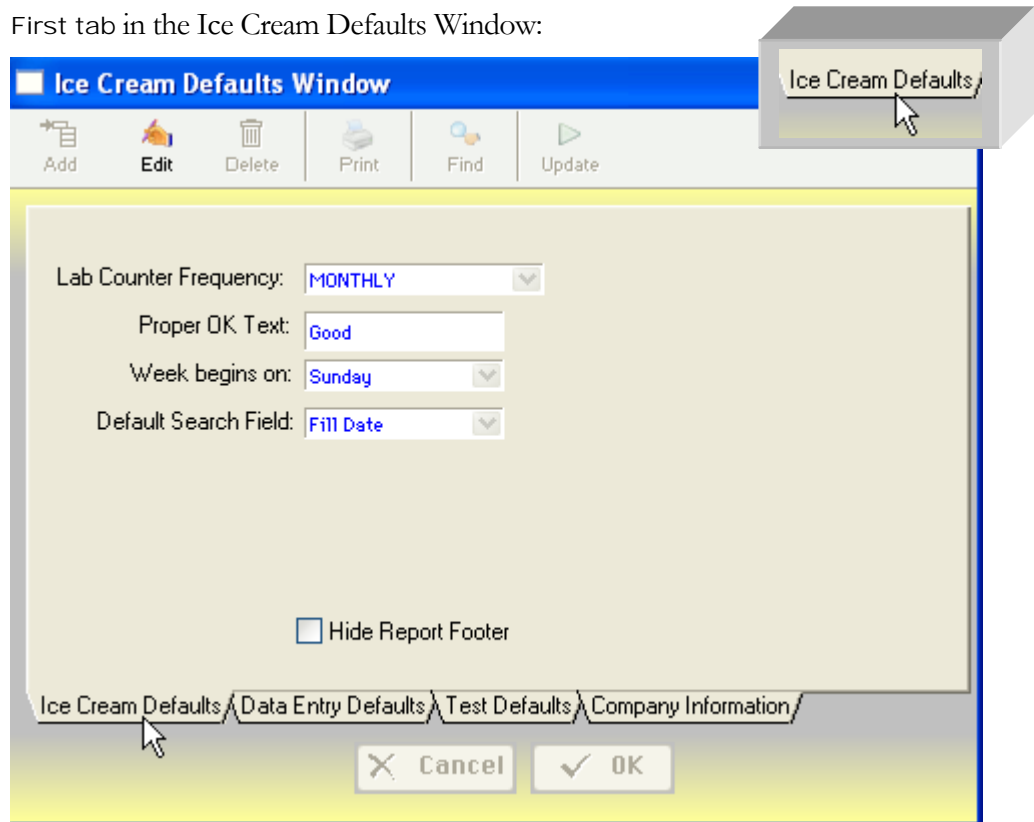
QA Studio Main Menu Defaults can be opened from the QA Studio main menu choice. There are two main tabs. Global Defaults and Screen Colors. Once these default options are set here, they will become the defaults for all the programs unless changed within each module.



Ice Cream module Defaults can be opened from the Ice Cream module menu.



First tab in the Ice Cream Defaults Window:



Lab Counter Frequency: A default to how often to start the counter on the QA Studio assigned ID numbers.

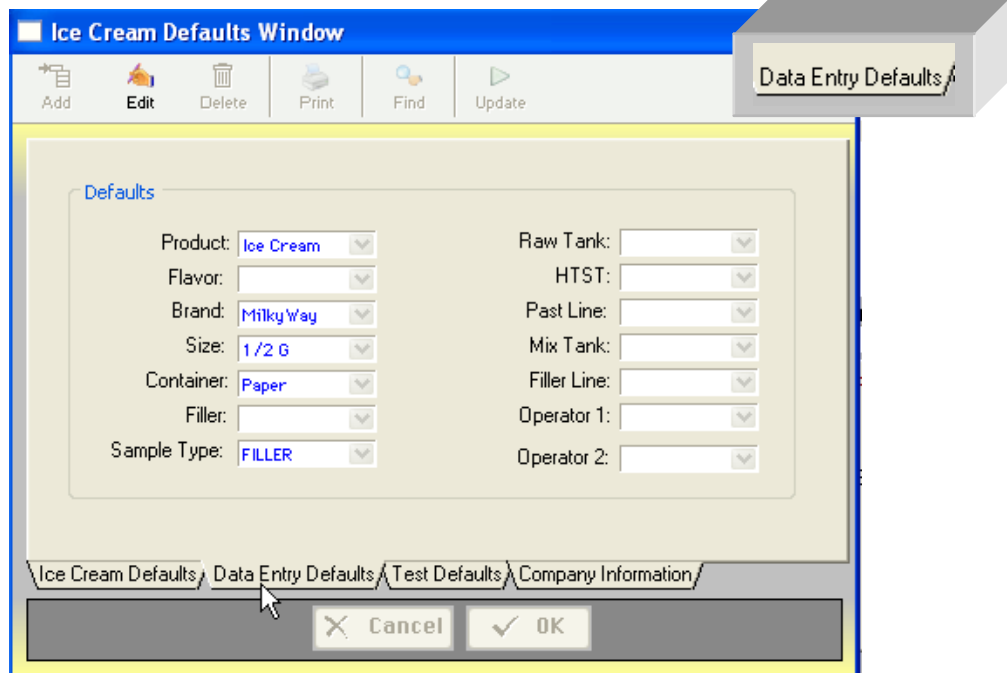
Proper OK Test: If a box is checked OK then this text will show up as the result.

Week begins on: When performing a search based on last week, or this week, or for weekly reports, the program needs to know when the week starts at your facility.

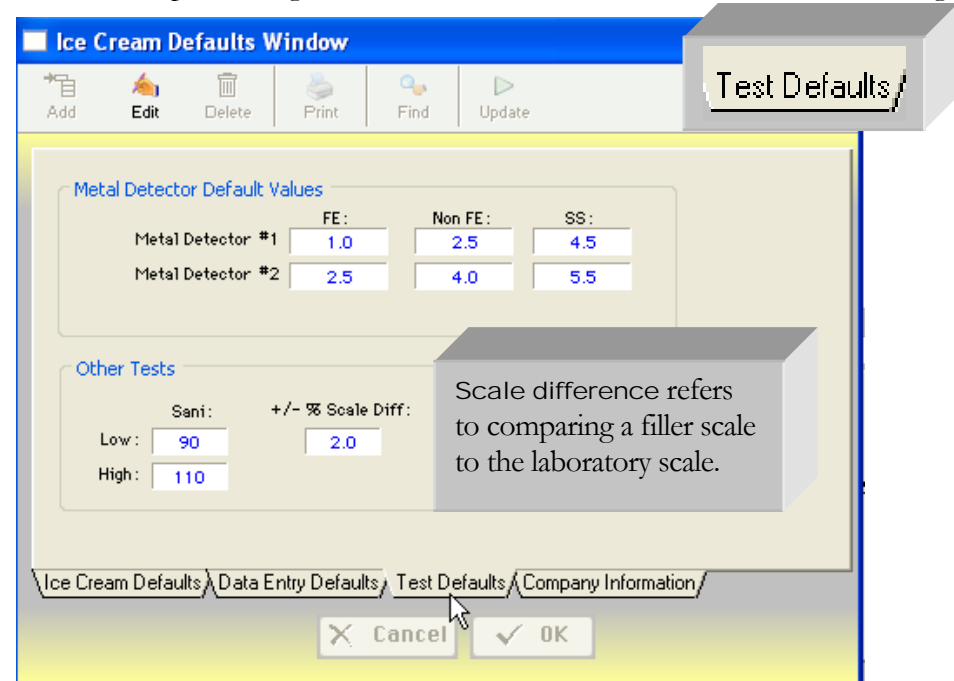
Default Search Field: When performing a FIND or a SELECT date range, the program needs to know the criteria on the date range.

Hide Report Footer: Reports contain “Generated by QA Studio” Footer. You have the option to Hide Report Footer.

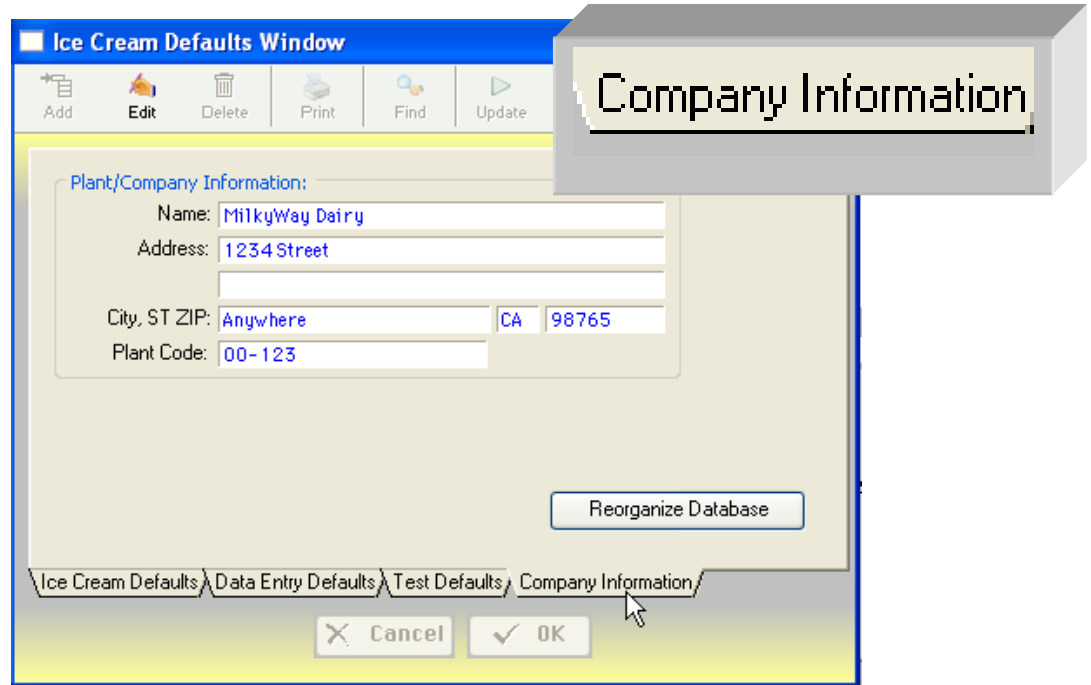
Data Entry Defaults is the next tab in the Ice Cream Defaults window. To make data entry faster you can put in defaults. For an example, if you facility always packages a certain brand, you can enter that brand here. During the data entry process any of these fields can be easily changed at that time.



Test Defaults is the next tab in the Ice Cream Defaults window. This is where you enter the acceptable range for the metal detector, sanitizer and scale checks ranges.



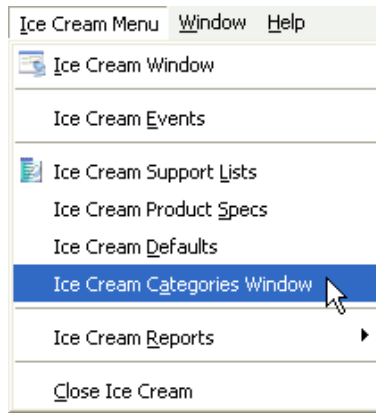
Company Information is on the next tab in the Ice Cream Defaults window. This is where you enter your company information. The Reorganize Database button at the bottom of this window should only be clicked if requested by the QA Studio staff. Reorganization usually only occurs when there are major changes to the program.



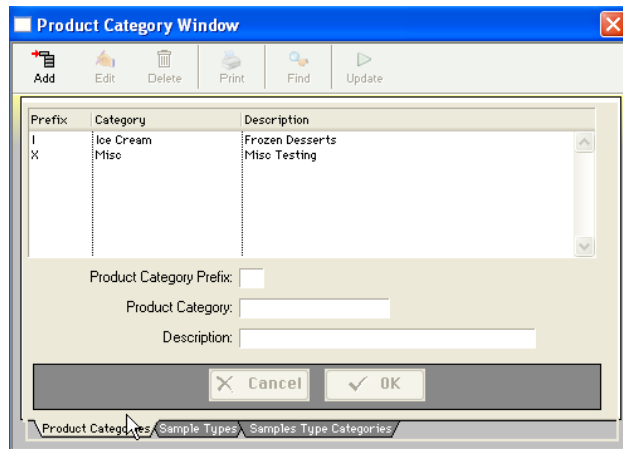
Categories Window

To separate QA Studio ID numbers within the program, QA Studio uses categories. How the categories are setup determines how QA Studio assigns the ID numbers to each sample entered. The QA Studio ID numbers are important to make sample identification EZ. You can use the QA Studio ID numbers to mark your micro plates, write on sample vials or write on the finished package that you will be testing for easy tracking in QA Studio.

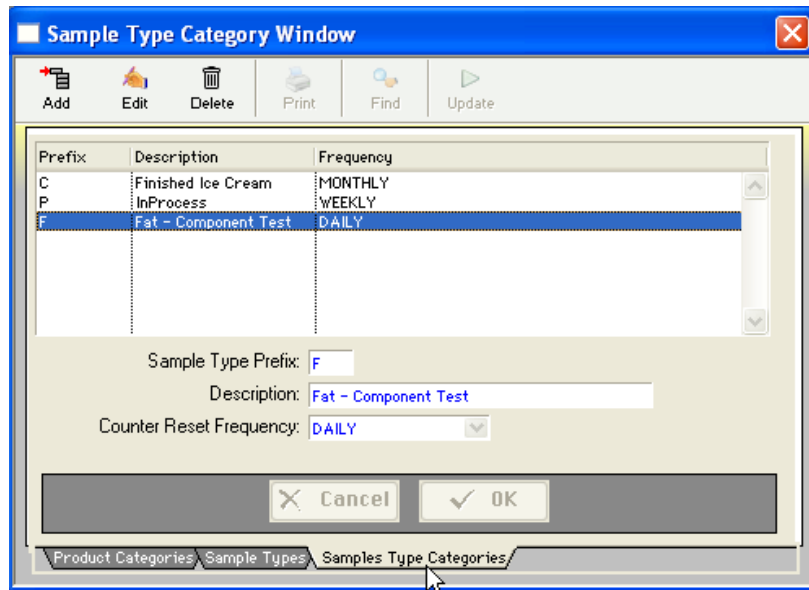
The Categories window is found in the Ice Cream program menu on the toolbar.



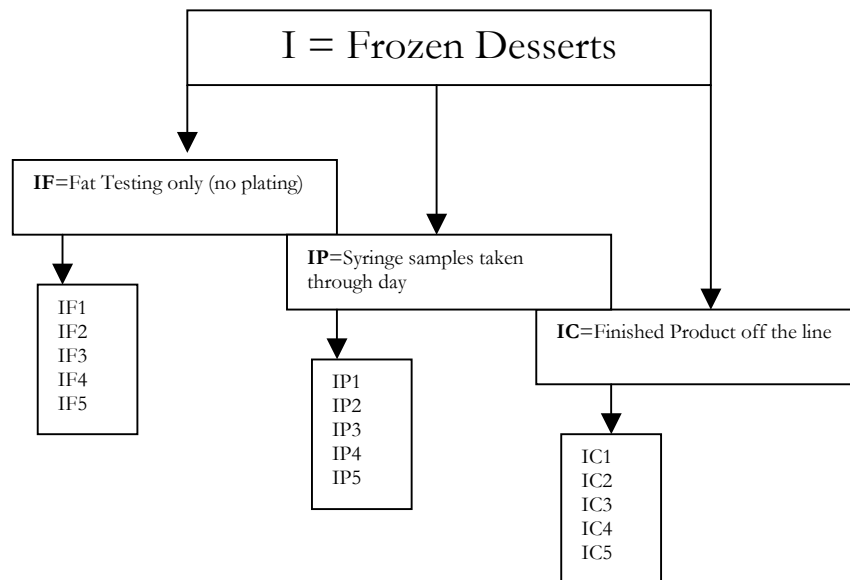
Product Categories are first added to the program. These are main categories for the numbering system. You want to group items into large product categories. For example anything to do with the frozen dessert (mixes, tank samples, finished product) might use Ice Cream category. If you perform routine misc. testing like water or air sample may use Misc. category or Water or Air.



Sample Type Categories are setup next. You want to try and keep this category to a minimum. Possibly one to three categories. This will assign a Prefix letter to a group your sample types into these sample type categories. Samples will be grouped together depending on the tests performed. Finished Ice Cream category may be for all packaged ice cream and frozen dessert products since the testing may be similar and may be done at certain intervals. In Process may be set up for syringe samples taken in the lines that are being pulled throughout the day. In process can be entered into QA Studio and the numbers will be distinguished from the finished products. Fat or component testing may be helpful to track the component testing that may not get plated for micro. The fat-component type would be separated out and would not affect the other two types.

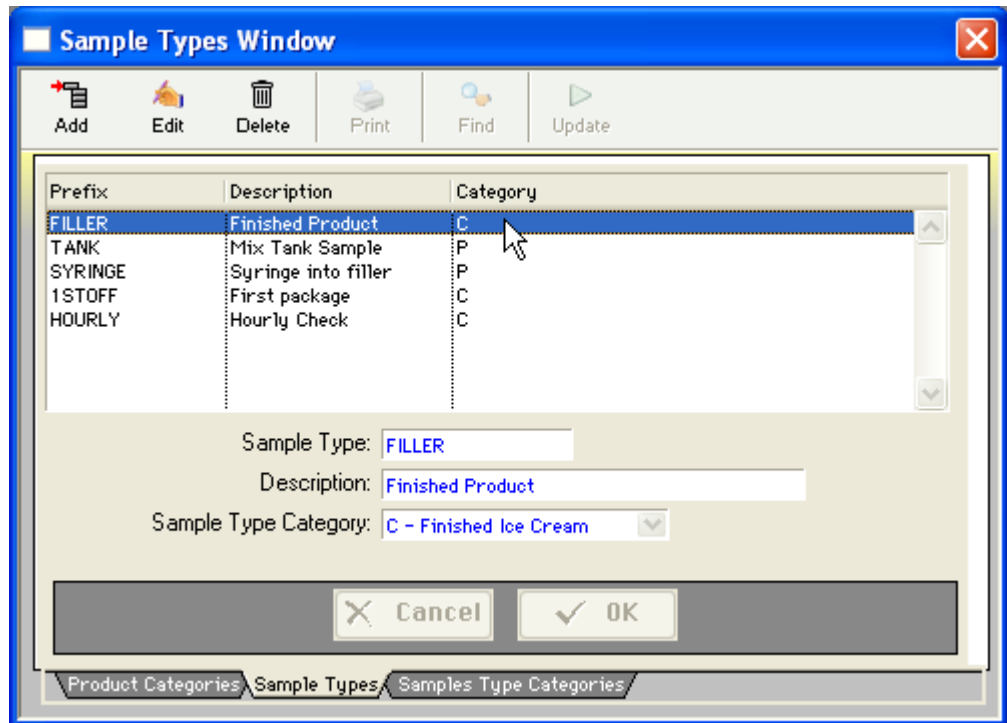


An Example of Setting up the numbering system in Ice Cream module



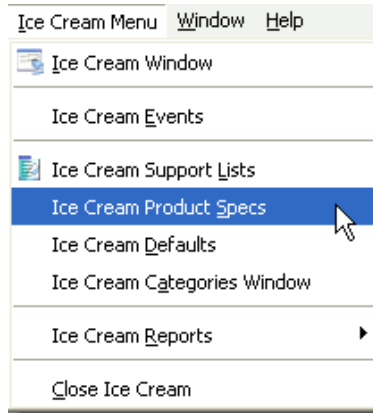
Categories were put into QA Studio to assign different numbers to different groups of samples. It would be best to change out the numbers at different intervals. For example the IF samples may not get any plating and are done once you completed the component testing. It might be best to start the numbers over every day. For IP or syringe samples you may be plating and pulling samples throughout the day. This numbering may be best to set at weekly intervals. For IC or finished ice cream in this case it might be best to have the numbers reset monthly. The finished product is usually plated in groups at a specific time. It is best to keep the Sample Type Categories to a minimum.

Sample Types are then added to the program. Since these do not affect the way the samples are numbered you can use many descriptors in this field. The sample types are helpful for distinguishing the samples further for reporting, graphing and tracking problems. For example you may have a Product Category of Ice Cream, a Sample Type Category of Filler sample, then you may have different sample types such as 1stoff, Mid, Hourly, CO (change-over), or Last. They are all grouped together for plating but can be further distinguished for quality traceability.

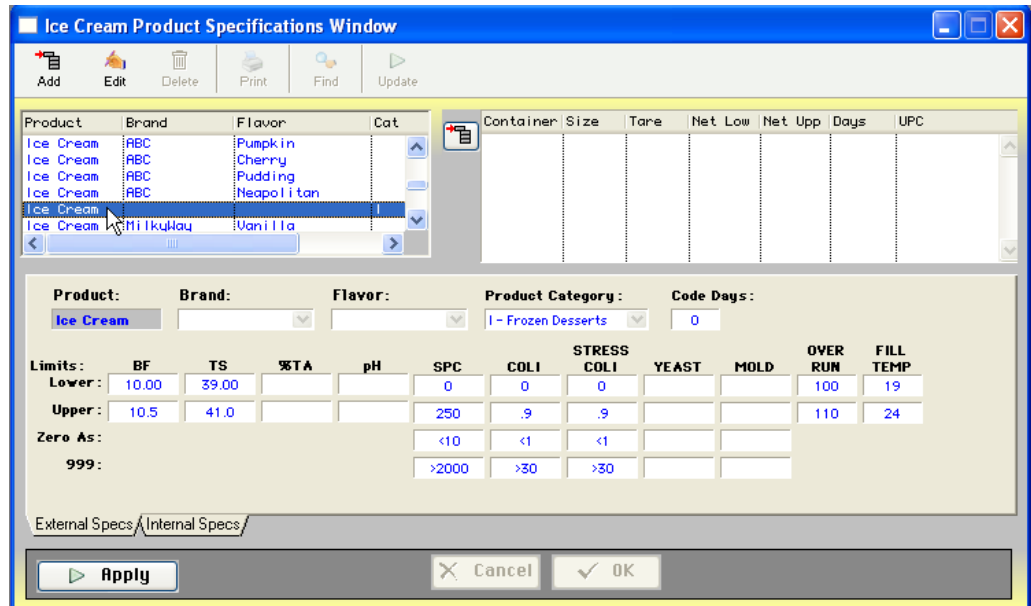


Product Specifications

Product specifications are set up by each facility. There are external specifications and internal specifications.



Choose a Product from the list that was setup earlier in the Support List. In this example we choose Ice Cream from the list. Hit EDIT and enter results that will pertain to all Ice Cream or a default specification. Click OK. The base or default specifications for Ice Cream as a group are set here.



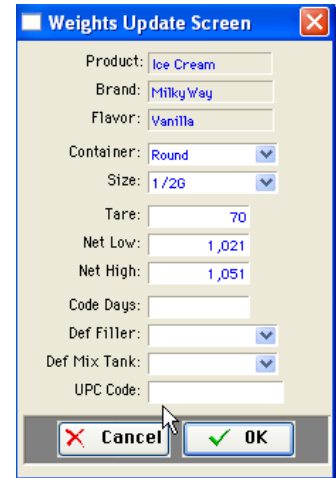
Highlight Product (for example Ice Cream) then click ADD (we are going to add to the product Ice cream). Now you will ADD a flavor to the base product of Ice Cream. For example, ADD Vanilla. You do not need to enter any micro if you already added it in the base product. Now for the flavor Vanilla you might want to ADD the %BF and %TS range. This will default all Vanilla Ice Creams regardless of brand and give them the additional specifications you have entered now. Click OK to save changes.

Highlight Product and Flavor then click ADD. Now you will add a brand to the base product of ice cream and the flavor of vanilla. For example, ADD MilkyWay. You do not need to enter any micro if you already added it in the base product. You do not need to add the %BF and %TS if you already added in the last step. Now you have a specific product (ice cream) with a specific flavor (Vanilla) and a specific brand (MilkyWay). You can add the weights and UPC codes for the different sizes of this specific item.

Weight Screen is to the right of the product specification window click ADD. 




The Weights Update Screen will pop up after clicking on the ADD button. The UPC screen will be inaccessible until the container and size are added.




UPC Field should be scanned in. When you get to the UPC Code field, scan the UPC code. Then click OK to save changes.

Weight Window will now show your sample. You can Edit or Delete as necessary.

Container	Size	Tare	Net Low	Net Upp	Days	UPC
Paper	1/2G	70	1021	1051	0	044000012526
Round	1/2G	70	1021	1051	0	043100060741

 To EDIT, highlight or click an entry. The Edit icon will appear. Make the necessary changes, then click OK to save changes.

 To DELETE, highlight or click an entry. The Delete icon will appear. A box will appear that says Are you sure you want to delete this line from the list? Click Yes to delete, the item.

Product Specifications –External & Internal

External and Internal specifications can be setup in QA Studio.

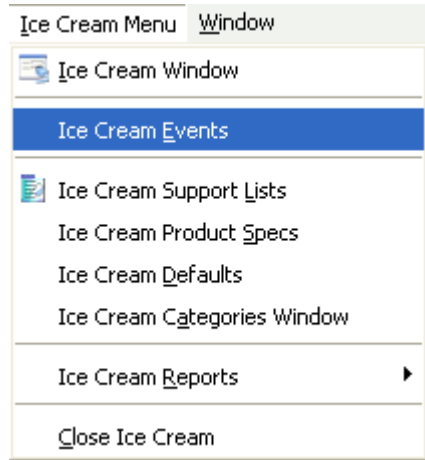


External specifications may be Regulatory or customer standards if they differ than your in-house specifications. The External specifications are setup first; QA Studio assumes the External specifications will not be as difficult as the Internal specifications.

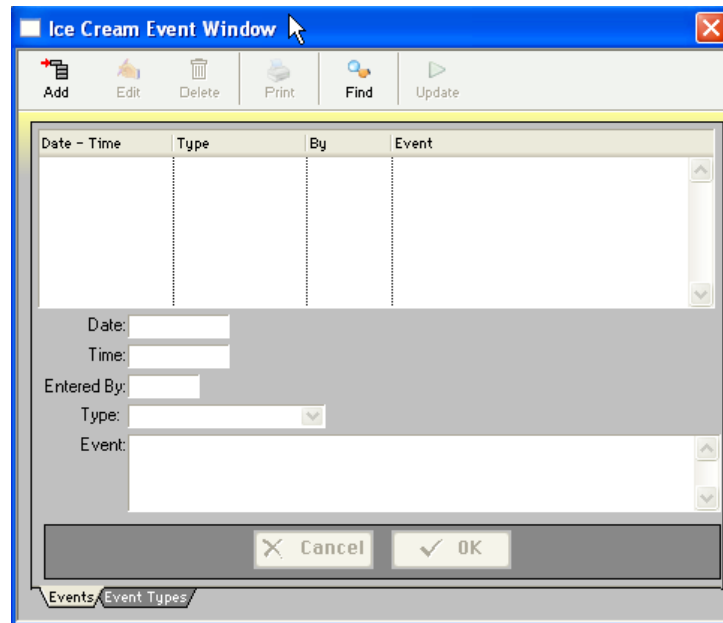
Internal specifications may be your in-house standards.

Events

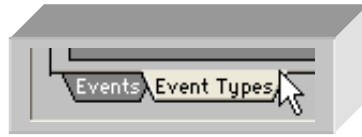
Events are important activities that occur in your facility that you would like to track.



Ice Cream Events Window can be opened from the Ice Cream Menu bar.



Events Types are added to the program first to organize or group events together.



ADD an Event Type:

Click the ADD icon.



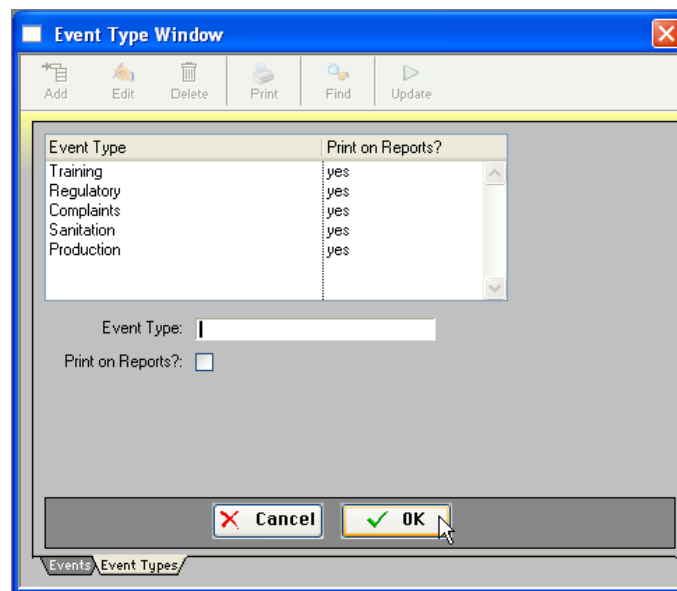
Type text into the Event Type Field.

Check the box if you want the event to be printed on reports.

Click OK to save the record.

(Will automatically be ready to ADD another Event Type).

Click Cancel when you are done Adding Event Types.



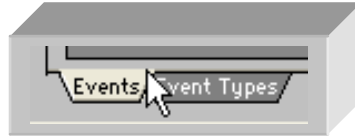
- To EDIT, highlight or click an entry. The Edit icon will appear. Make the necessary changes, then click OK to save changes.



- To DELETE, highlight or click an entry. The Delete icon will appear. A box will appear that says Are you sure you want to delete this record from the list? Click Yes to delete, the item.

Reports that include Events will have the events organized into the different types that are set up in this window. New Event types can be added at any time.

Events are added to the program when an important activity occurs in the plant.



ADD an Event:

Click the ADD icon.



Enter the date of the Event in the Date field.

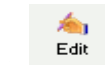
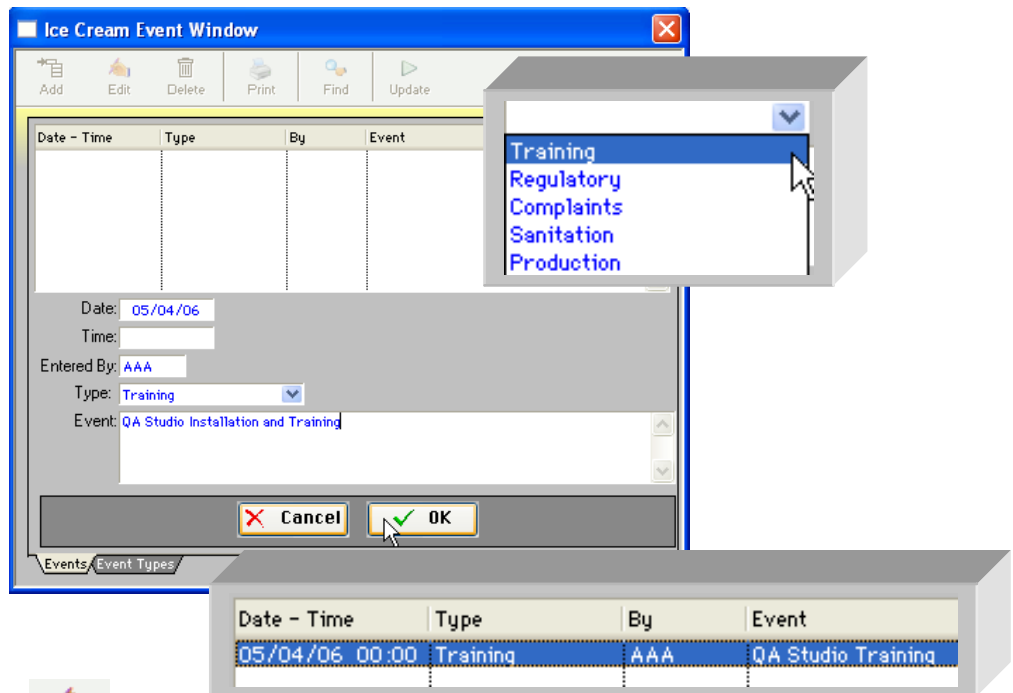
Enter the time of the Event in the Time field (or can leave blank).

Enter your initials in the Entered by field.

Choose a Type from the list of Event Types that were added earlier.

Enter a description in the Event field.

Click OK to save changes. It will then show in the Ice Cream Event window.



- To EDIT, highlight or click an entry. The Edit icon will appear. Make the necessary changes, then click OK to save changes.



- To DELETE, highlight or click an entry. The Delete icon will appear. A box will appear that says Are you sure you want to delete this record from the list? Click Yes to delete the item.



- To FIND, click the find button and you will be prompted for a date range.

Data Entry – Packaging Tab

Data Entry may begin after the security, support list, defaults and product specifications are setup.

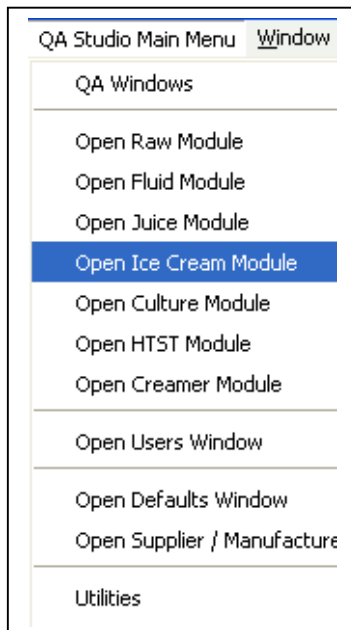
Open QA Studio from the QA Studio icon located on the desktop.



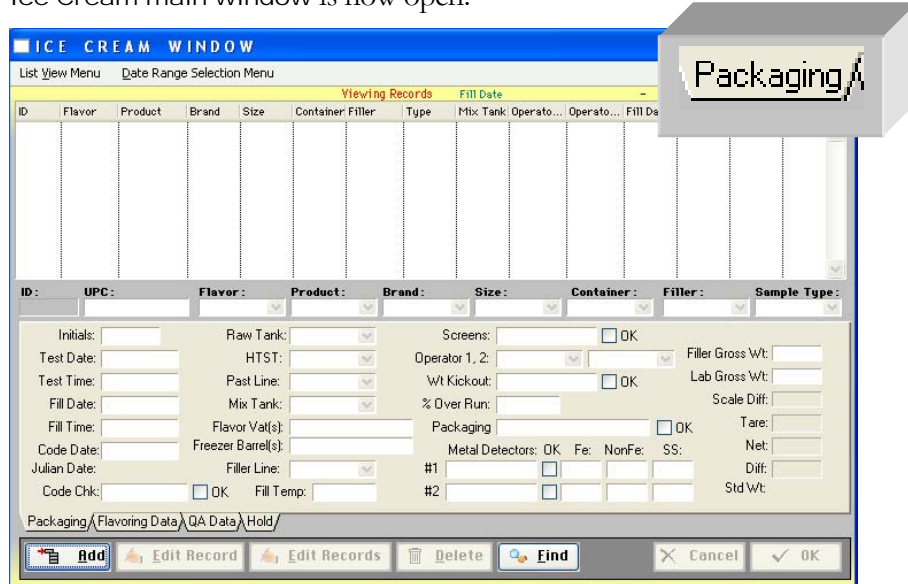
To open QA Studio you must sign in with your User Name and Password. Click OK



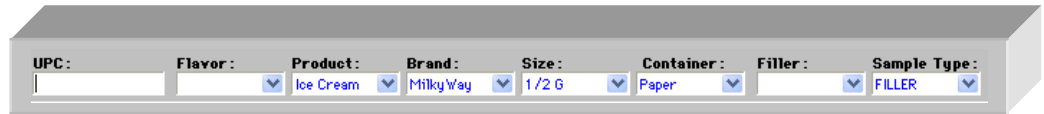
Once you are in QA Studio you can now open the Ice Cream module by either choosing to Open Ice Cream Module from the QA Studio main menu bar, or by clicking on the Ice Cream icon. If you were given access to the Ice Cream module it should now open.



Ice Cream main window is now open.



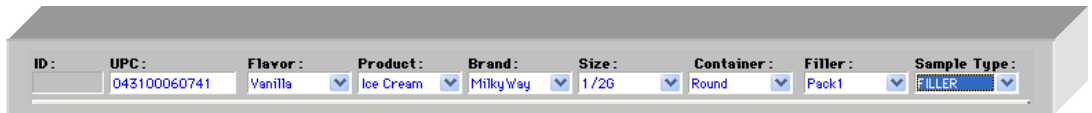
Add: Clicking the Add button will start the process of adding new data into QA Studio.



If you set up Defaults in the Ice Cream Default Window>Data Entry Defaults, they will automatically appear to help data entry go faster. *See page 18*



UPC: This is the first field for entering data. The UPC codes were setup for finished products in >Product Spec window. If the sample is a finished product with a UPC code it can be scanned at this point.

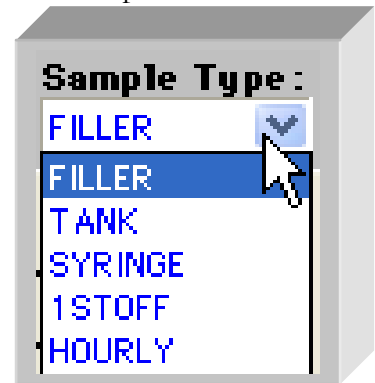


Once you have scanned a finished product, all the identifying fields of that product be filled in automatically, changing any of the defaults as necessary that were initially put in the program.

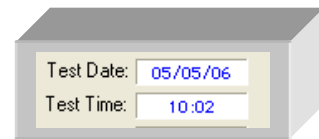
-
- SCANNING UPC
-
- ✓ Reduces errors
 - ✓ Improves data entry speed
-

Pull Down Lists are available on all data entry fields that contain a down arrow on the left of the field. The pull list items are from the Support list setup earlier.

- PULL DOWN LIST OPTIONS
-
- ✓ Start typing in until find correct entry.
 - ✓ Use the mouse and pull down list and chose entry.
 - ✓ Use the arrow key to arrow down list until find entry.
-

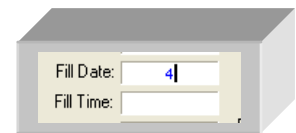


Test (Entered) Date and Time will automatically appear as the current date and time that the sample was added to the program.

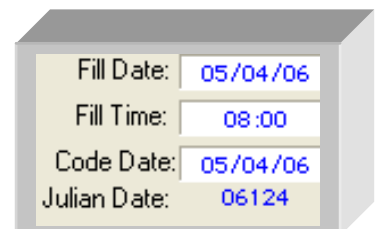
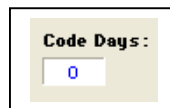


Fill Date and Time are added by the QA Studio user. This is the time the product was packaged in the case of a finished product. To enter the date, all you need to put is the day of the month. QA Studio will assume the current month and year. The Fill Time is the time the product was packaged. To enter Fill Time, for 8:00am program will assume a.m., add 8 and 8:00 a.m. will be assumed. For 8:30 a.m. enter 8.30. A period can be used after the 8. For p.m. times you must enter either the military time 20.00 (with a period or colon) or 8.00 pm. If you just enter a p QA Studio will assume a.m. The Fill Date will remain the same while in the Add mode until you change.

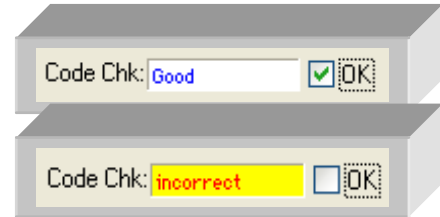
For samples other than finished products, fill date and time can be the time the sample was taken.



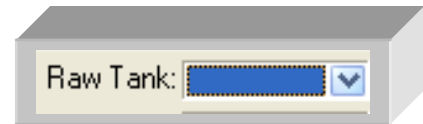
Code Date and Julian are automatically added to QA Studio. The Code Date is based on the Code Date field in the Ice Cream Product Specification window. In this example I have the Code Date set as 0. In this case, the Julian will be printed on the package. The Julian is set up with the first two digits as the Year (06) the last three digits are the day of the year (124th day of the year).



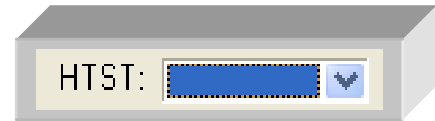
Code Check field indicates the code date on the package was checked and it was legible and correct. If there was a problem or issue with the code you can enter text or numerical information in the field. Text of Good or OK will automatically check the OK box. Other text will assume a problem. You can override, put in different text or a numerical value and click OK.



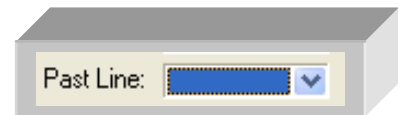
Raw Tank field would provide information on which raw tank was used to make the product. Tracking the raw tank used may help in traceability if a problem arises. Also, you can see if there are any quality issues by sorting quality information by raw tank.



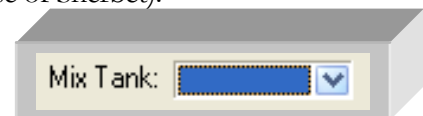
HTST Unit field would provide information on which HTST unit was used to make the product. Tracking the HTST unit used may help in traceability if a problem arises. Also, you can see if there are any quality issues by sorting quality information by the HTST unit.



Pasteurized Line field would provide information on which Pasteurized Line was used to make the product. Tracking the Pasteurized Line may help in traceability if a problem arises. Also, you can see if there was a quality issue by sorting quality information by the Pasteurized line. (The pasteurized line field is the line from the pasteurizing unit to the mix tank).



Mix Tank field would provide information on which Mix Tank was used to make the product. Tracking the Mix Tank may help in traceability if a problem arises. Also, you can see if there was a quality issue by sorting quality information by the Mix Tank. (The Mix Tank field is intended for the holding tank for the mix before flavors are added, typically white, chocolate or base in the case of Sherbet).



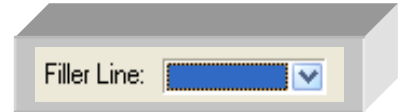
Flavor Vat(s) field would provide information on which Flavor Vat(s) were used to make the product. Tracking the Flavor Vat(s) may help in traceability if a problem arises. Also, you can see if there was a quality issue by sorting quality information by the Flavor Vat(s). (The Flavor Vat(s) field is intended for the vats where the liquid flavors are added to the base mix, example where the vanilla flavor is added in the case of Vanilla ice cream.)



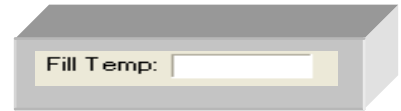
Freezer Barrel(s) field would provide information on which Freezer Barrel(s) were used to make the product. Tracking the Freezer Barrel(s) may help in traceability if a problem arises. Also, you can see if there was a quality issue by sorting quality information by the Freezer Barrel(s). (The Freezer Barrel(s) field is intended where the liquid flavored products are frozen and the where the air is incorporated into the product).



Filler Line field would provide information on which Filler Line was used to make the product. Tracking the Filler Line may help in traceability if a problem arises. Also, you can see if there was a quality issue by sorting quality information by the Filler Line. (The Filler Line field is intended to track the line from the flavor vats to the filler).



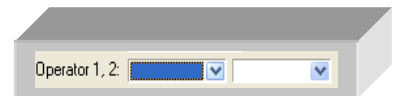
Fill Temp field is tracking the temperature of the finished product. *The Fill Temp range is setup in the Product Specification Window.* You can also use this field track your mix temperature from mix tank samples. Enter a product of Mix and set the designated acceptable range.



Screen field is tracking any screens you may have to screen the liquid mix. You can tab and press the space bar to indicate screens are in and working. You can also click OK with the mouse or type in any text.



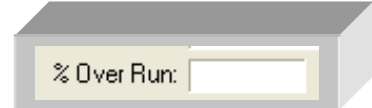
Operator 1,2 fields are for tracking the operators involved in flavoring/operating the freezer barrels and operating the ingredient feeder/filler.



Wt Kick out field is for tracking the lightweight kick out function at the filler for finished product packages not meeting acceptable limits as set at the filler



% Overrun field is for tracking the % Overrun of the finished product. If you determine this result it can be entered in this field. *The acceptable range is setup in the Product Specification Window.*

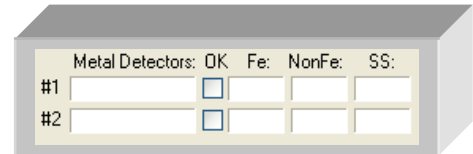


Packaging field is for checking the quality of the packaging. Items checked may include the color of the packaging, the appearance, the condition of the packaging material, etc. Click OK with the mouse, or tab through and hit the space bar or enter text.

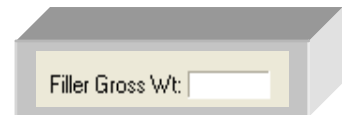


Metal Detector field is for documenting that the metal detector(s) were checked. There are two metal detector fields available in QA Studio. For example, you may have an inline metal detector after the ingredient feeder and on the same line have a finished product metal detector also. If you click OK the metal sizes setup in the defaults will automatically appear. You can change as needed.

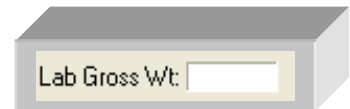
If you use specific wands with set sizes of the three different types of metal, Fe (ferrous), NonFe (Non ferrous) or SS (Stainless Steel), the sizes routinely use to check the metal detector can be set >Ice cream Defaults Window>Test Defaults.



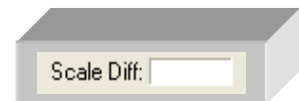
Filler Gross Weight field is for documenting the gross weight as indicated by the filler scale.



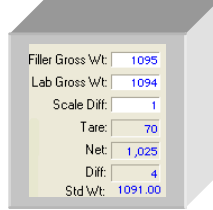
Lab Gross Weight field is for documenting the gross weight as indicated by the laboratory scale.



Scale Diff. field will automatically determine the difference between the filler scale and the laboratory scale if both weights are entered.



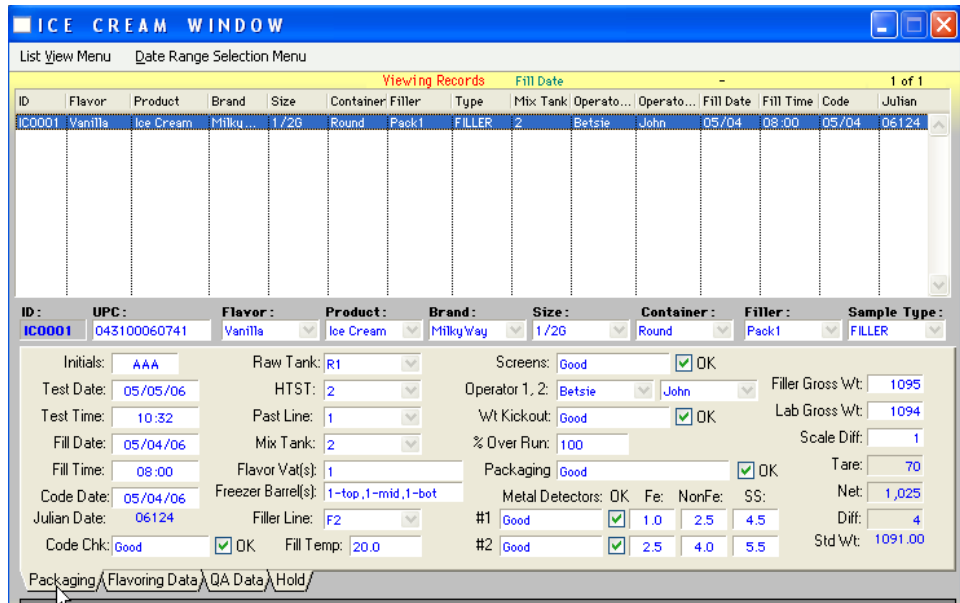
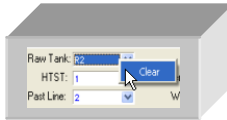
Weight Column will automatically show the Tare and the Standard (Gross) Weight as setup in QA Studio Product Specification window. The Net is determined by the Filler Gross weight. If you do not wish to weigh on the Filler and the laboratory scale to compare, enter the top Filler Gross weight and the Net will still be determined.



Click OK to save your data. QA Studio continues in the ADD mode ready for the next sample. Program returns to the UPC field to ADD another sample. When you are done adding, click CANCEL to cancel out of the Adding mode. Always click OK to save your entry first.



Data Fields: Which fields are used and which fields are not used is determined by each facility. If you do not choose to enter data into a field simply bypass that field and leave blank. If you entered data into a field and wish to clear the data and leave blank, highlight the field (when in Add or Edit mode) and right click >clear.



Once OK is clicked the sample can be viewed in the main window. It is now permanently in the program unless otherwise deleted. QA Studio assigns a number, in this case IC0001. This number can be used to put on the micro plates for easy tracking in QA Studio.

Data Entry – Flavoring Data Tab

Flavoring Data may be entered at any time.

Flavoring Data

ID	Flavor	Product	Brand	Size	Container	Filler	Type	Mix: Tank	Operato...	Operato...	Fill Date	Fill Time	Code	Julian
IC0001	Vanilla	IceCream	Milky...	1/2G	Round	Tind3	FILLER	2	Betsie	John	05/04	08:00	05/04	06124
IC0002	Vanilla	IceCream	Milky...	1/2G	Round	Tind3	FILLER	2	Betsie	John	05/04	10:00	05/04	06124
IC0003	Vanilla	IceCream	Milky...	1/2G	Round	Tind3	FILLER	2	Betsie	John	05/04	11:00	05/04	06124
IC0004	Strawb...	IceCream	Milky...	1/2G	Round	Ander 2	FILLER	1	Missy	Mike	05/04	08:30	05/04	06124
IC0005	Strawb...	IceCream	Milky...	1/2G	Round	Ander 2	FILLER	1	Missy	Mike	05/04	11:00	05/04	06124
IC0006	Tin Roof	IceCream	Milky...	1/2G	Square	Saw1	FILLER	4	John	Missy	05/07	09:00	05/07	06127

ID: IC0001
 UPC: 043100060741
 Flavor: Vanilla
 Product: IceCream
 Brand: MilkyWay
 Size: 1/2G
 Container: Round
 Sample Type: FILLER
 Filler: Tind3

Appear: Good
 Variegate:

Flavor: Good
 Inclusion Distribution:

Body: Good
 EOC:

Flavor Comments:

Appear: Good
 OK

Flavor: S1. Cooked
 OK

Body: Good
 OK

Flavor Comments:

Packaging, Flavoring Data, QA Data, Hold

Highlighted fields indicate issues. You can either click the check box for OK and your assigned text will automatically pop up, or you can type in Good or OK and the box will be checked OK. You can enter any text and click or unclick the OK box.

Data Entry – QA Data Tab

QA Data may be entered at any time. If you are counting several micro plates at once it may be easier to FIND the appropriate samples and click EDIT RECORDS. Once you add a count, the next sample will be ready for results in the same field. For example if you are counting SPC plates, hit EDIT RECORDS, samples are in sequential order. Start with the first sample, enter result (with dilution included), click enter. The next sample will now be ready for the SPC count. If you only need to edit one record, click EDIT RECORD. As, always to save changes click OK or hit ENTER.

QA Data

ID	Flavor	Product	Brand	Size	Container	Filler	Type	Mix Tank	Operato...	Operato...	Fill Date	Fill Time	Code	Julian
IC0001	Vanilla	Ice Cream	Milky...	1/2G	Round	Pack1	FILLER	2	Betsie	John	05/04	08:00	05/04	06124
IC0002	Vanilla	Ice Cream	Milky...	1/2G	Round	Pack1	FILLER	2	Betsie	John	05/04	10:00	05/04	06124
IC0003	Vanilla	Ice Cream	Milky...	1/2G	Round	Pack1	FILLER	2	Betsie	John	05/04	11:00	05/04	06124

ID: IC0002 **UPC:** 043100060741 **Flavor:** Vanilla **Product:** Ice Cream **Brand:** MilkyWay **Size:** 1/2G **Container:** Round **Filler:** Pack1 **Sample Type:** FILLER

QA Initials: AAA **BF:** 10.10 **Sani:** **Yeast:** **LOT #1:** 06ABC12306
TS: 39.50 **SPC:** 50 **Mold:** **LOT #2:** 06CBA32106
% TA: **Coli:** 0 **HR1:** PURPLE - PASS - no contamination found. **Other Code:** Line1 ABC
pH: **Stress Coli:** 0 **HR2:** 60W = Excellent shelf life

QA Notes:

QA Initials: AAA
BF: 9.90 **Sani:** **Yeast:** **LOT #1:** 06ABC12306
TS: 38.00 **SPC:** 300 **Mold:** **LOT #2:** 06CBA32106
% TA: **Coli:** 1 **HR1:** WHITE - FAIL - High Level of Contamination. **Other Code:** Line1 ABC
pH: **Stress Coli:** 10 **HR2:** 24P = Very poor shelf life.

QA Notes: Found a problem and corrected product on hold

Highlighted fields indicate product out side specifications setup in the Product Specification window.

Data Entry – Hold Tab

Hold Tab may be used as necessary to track product placed on hold.

The screenshot shows the 'ICE CREAM WINDOW' application. At the top, there are menu options for 'List View Menu' and 'Date Range Selection Menu'. Below this is a table with columns for ID, Flavor, Product, Brand, Size, Container, Filler, Type, Mix Tank, Operator, and Fill Date. The table contains three rows of data for Vanilla Ice Cream.

Below the table, there is a summary section for record 'IC0003' with fields for UPC (043100060741), Flavor (Vanilla), Product (Ice Cream), Brand (MilkyWay), Size (1/2G), Container (Round), Filler (Pack1), and Sample Type (FILLER).

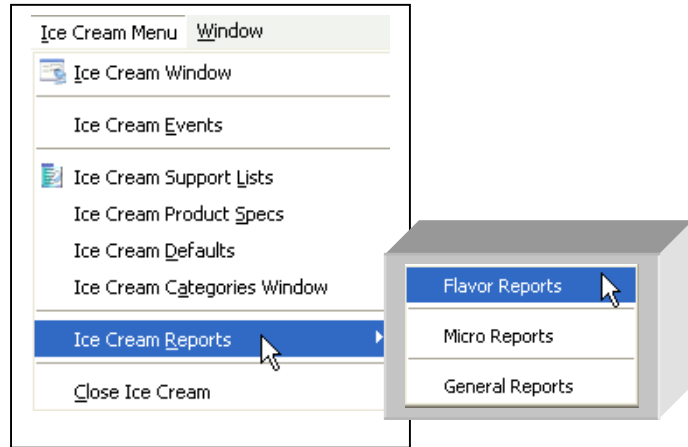
The main section is the 'Hold' tab, which includes:

- On Hold
- Reason Held: Bacteria
- Date/Time Held: 05/04/06 12:00 PM
- Held By: AAA
- Resolution: Dump
- Date/Time Resolved: 05/04/06 1:00 PM
- Resolved By: AAA
- Quantities: Target: 5,000, Produced: 5,000, Qty Held: 50, Resolved: 50, Released: 4,550
- Hold Notes: Found a problem and corrected. - AAA Supervisor notified.
- Entered: 05/05/06 12:29
- Last Modified: 05/05/06 12:56

At the bottom, there is a navigation bar with tabs for 'Packaging', 'Flavoring Data', 'QA Data', and 'Hold'. Below the tabs are buttons for 'Add', 'Edit Record', 'Edit Records', 'Delete', and 'Find', along with 'Cancel' and 'OK' buttons.

Reports - Flavor

Reports can be printed from the data entered in QA Studio.



Report Destination window can be opened after choosing >Ice Cream Reports>Flavor Reports.

Report Destination

Date Range Selection Menu

From the current list Fill Date

Start Date / Time End Date / Time

Product:	Brand:	Flavor:
FRZNVog	RBC	Coke
IceCream	DEF	Cherry
IceMilIk	Inhouse	ChocChip
LightIC	MilKylay	ChocSwirl
Mix		ChocoLate
Beesing		DarkChoc

Title:

Flavoring Report by Product / Brand
 Flavoring Report by Product / Filler
 Flavoring Report by Filler
 Flavor and Packaging Report

Include Events

Use External Specs Use Internal Specs

Summary Only Out Of Spec Only High Counts Only

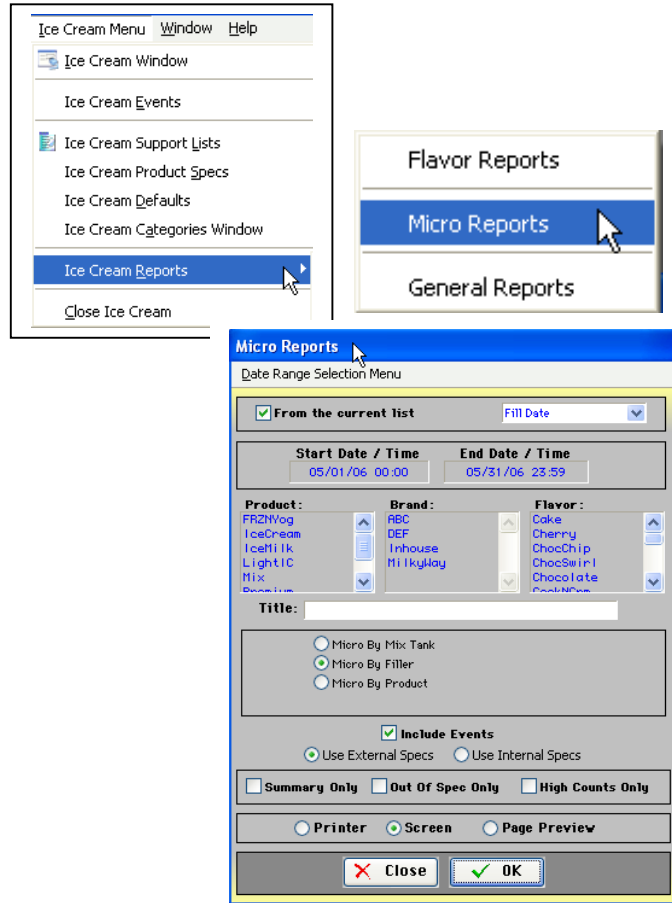
Printer Screen Page Preview

REPORT OPTIONS

- Choose Data from List or Date Range
- Choose a report
- Choose to include Events or not.
- Choose external or internal specs.
- Choose Summary Only
- Choose Out of Spec Only
- Choose High Counts Only
- Choose to View or go right to Print

Reports - Micro

Micro Report Example: The report below is an example of Micro Report Sorted by Filler. Events are included. Data was taken from the list (from the main window).



ICECREAM.rMicroWithOp

MilkyWay Dairy
Printed Wed, May 10, 2006 @ 10:49

ICE CREAM PRODUCT
Micro Report by Filler

Fill Date: Mon 05/01/06 00:00 thru Wed 05/31/06 23:59

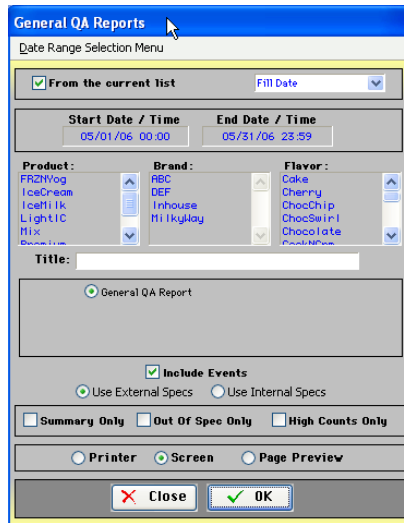
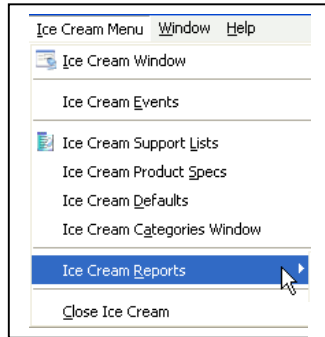
Page: 1

From List

Fill Date / Time	Sample Julian ID	Brand	Product	Flavor	Size	Container	Sample Type	Mix Tank #1	Operators #1 #2	Coli	SPC	Yeast	Mold	Flavor	
Filler: Ander 2															
05/04 08:30	06124	IC0004	MilkyWay	IceCream	Strawberry 1/2G	Round	FILLER	1	Missy Mike	0	50			Good	
05/04 11:00	06124	IC0005	MilkyWay	IceCream	Strawberry 1/2G	Round	FILLER	1	Missy Mike	0	100			Good	
2 records for Filler Ander 2:										Totals:	2/2	2/2	0/0	0/0	2/2
										100%	100%	-	-	100%	
Filler: Saw1															
05/07 09:00	06127	IC0006	MilkyWay	IceCream	Tin Roof 1/2G	Square	FILLER	4	John Missy	0	60			Good	
Found a problem and corrected. Supervisors notified.															
1 records for Filler Saw1:										Totals:	1/1	1/1	0/0	0/0	1/1
										100%	100%	-	-	100%	
Filler: Tind3															
05/04 08:00	06124	IC0001	MilkyWay	IceCream	Vanilla 1/2G	Round	FILLER	2	Betsie John	0	100			Good	
05/04 10:00	06124	IC0002	MilkyWay	IceCream	Vanilla 1/2G	Round	FILLER	2	Betsie John	0	50			Sl. Cooked	
Notified Supervisor-AAA															
05/04 11:00	06124	IC0003	MilkyWay	IceCream	Vanilla 1/2G	Round	FILLER	2	Betsie John	1	300			Good	
3 records for Filler Tind3:										Totals:	2/3	2/3	0/0	0/0	2/3
										67%	67%	-	-	67%	
6 records in report. End of Report															
Comments															
Sanitation															
05/04/06 10:00 Found a problem with Mix Tank-Corrected.															
Training															
05/03/06 10:00 QA Studio Installation and Training															

Reports - General

General Report Example: The report below is an example of General Report Sorted by Filler. Events are included. Data was taken from the list (from the main window).

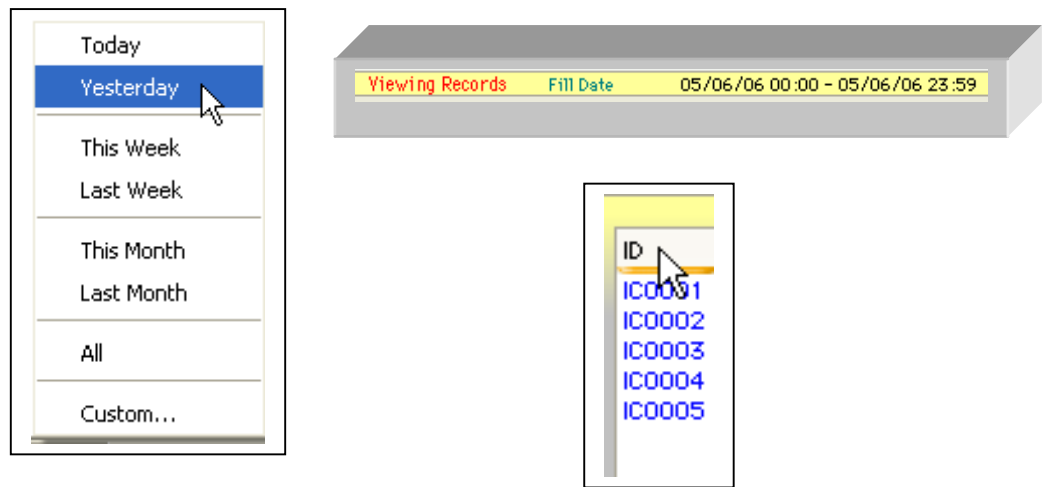


ICE CREAM PRODUCT															Fill Date	Page: 1
General QA Report by Filler															Mon 05/01/06 00:00	
															thru	
															Wed 05/31/06 23:59	
MilkyWay Dairy Printed Wed, May 10, 2006 @ 10:56 From List																
Fill Date / Time	Brand	Product	Size	Container	Sample Type	Julian	Net Wt	Net Diff	%BF	%TS	Coli	SPC	Yeast	Mold	Flavor	Body
Filler: Ander 2																
05/04 08:30	MilkyWay	IceCream	1/2G	Round	FILLER	6124	1,019	-2	8.55	39.99	0	50			Good	Good
05/04 11:00	MilkyWay	IceCream	1/2G	Round	FILLER	6124	1,029	8	8.25	39.88	0	100			Good	Good
2 records for Filler Ander 2:							Totals:	1/2	2/2	2/2	2/2	2/2	0/0	0/0	2/2	2/2
								50%	100%	100%	100%	100%	-	-	100%	100%
Filler: Saw1																
05/07 09:00	MilkyWay	IceCream	1/2G	Square	FILLER	6127	1,026	5	10.10	40.00	0	60			Good	Good
Found a problem and corrected. Supervisors notified.																
1 records for Filler Saw1:							Totals:	1/1	1/1	1/1	1/1	1/1	0/0	0/0	1/1	1/1
								100%	100%	100%	100%	100%	-	-	100%	100%
Filler: Tind3																
05/04 08:00	MilkyWay	IceCream	1/2G	Round	FILLER	6124	1,025	4	10.11	39.10	0	100			Good	Good
05/04 10:00	MilkyWay	IceCream	1/2G	Round	FILLER	6124	1,026	5	10.10	39.50	0	50			Sl. Cooked	Good
Notified Supervisor-AAA																
05/04 11:00	MilkyWay	IceCream	1/2G	Round	FILLER	6124	1,029	8	9.90	38.00	1	300			Good	Good
3 records for Filler Tind3:							Totals:	3/3	2/3	2/3	2/3	2/3	0/0	0/0	2/3	3/3
								100%	67%	67%	67%	67%	-	-	67%	100%
6 records in report. End of Report																
Comments																
Sanitation																
05/04/06 10:00 Found a problem with Mix Tank-Corrected.																
Training																
05/03/06 10:00 QA Studio Installation and Training																

Query – Find Feature

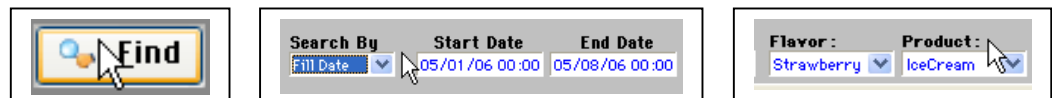
Queries can be performed on basically any criteria.

Example 1: Most common query may be finding the samples you plated so you may enter the micro plate results into QA Studio. For counting coliform plates, you can >Date Range Selection Menu>Click Yesterday. Make sure you are viewing the correct date criteria (fill date, test date or code date). If you have Fill Date as the criteria and you want Entered Date, >Click Find > Change the Search by to Entered date>Click OK>then Date Range Selection Menu>Yesterday.



Sort: When Yesterday’s data is in the field, you may >Click the ID column heading to ensure the samples numbers are in sequence. Highlight the first plate to read. Click> Edit Records>Count plate (include dilution). >Hit Enter or OK>enter next result>hit enter or OK>enter next result until you done. Always click OK to complete the last result, then >click Cancel (to stop Editing Records mode).

Example 2: Another query example may be checking on the quality of a specific product. Click >Find>Enter Search Criteria and Start and End Date>Enter product description>for example Flavor: Strawberry, Product: Ice Cream (could narrow down further and pick a specific brand, a raw tank, an HTST unit, a freezer operator, a filler operator, etc.). Click OK



QA Studio Program Updates

Updates are easily downloaded from within QA Studio and installed on you specific drive.

Download and Install Update:

Make sure everyone is out of QA Studio

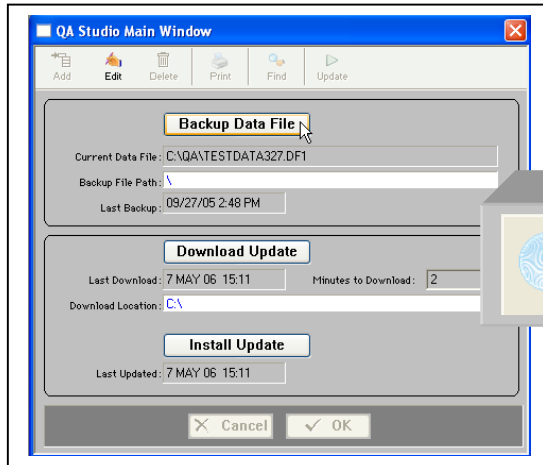
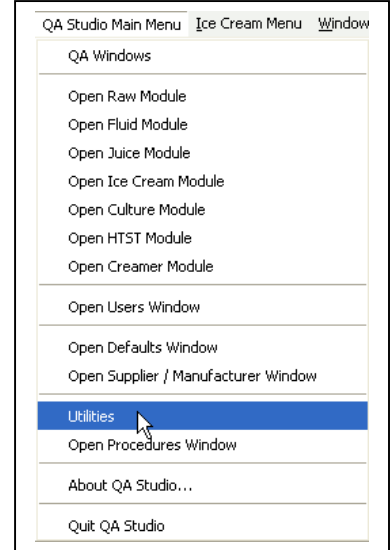
Go to QA Studio Main Menu

Go to Utilities

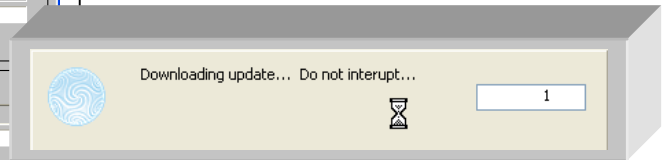
Click Backup Data File (not mandatory but a good idea)

After successful back, Click Download Update

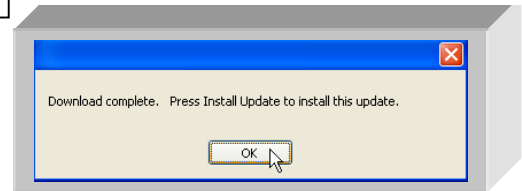
Install Update



During the Download process should see the following box:



After successful download process should see the following box

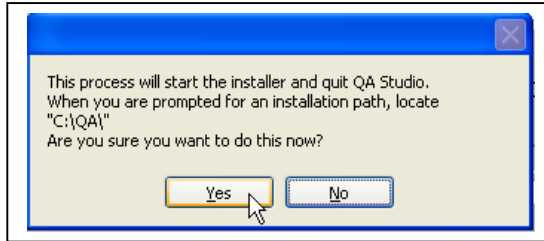


If download not successful make sure all users are out of the program and try again.

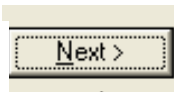
If download is successful, then the update has been successfully put on the C drive of the computer performing the download. The next step is to Install the program, and directing QA Studio to the correct network drive to properly run all connecting computers.



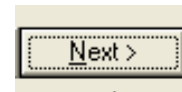
Installing the Update: It is important that all users are out of the program, a box will pop up reminding you of this fact. As you continue, another box will pop up to inform you of the Destination Drive for QA Studio installation. In the below example QA Studio is only being run on one computer and is not on a network drive. Typically at this point you would see a network drive and file for QA Studio.



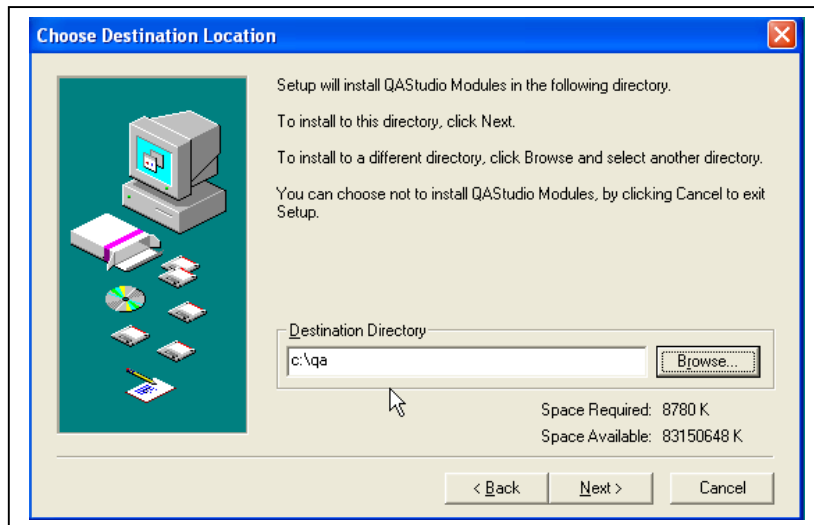
Click Next



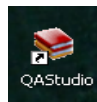
Click Next



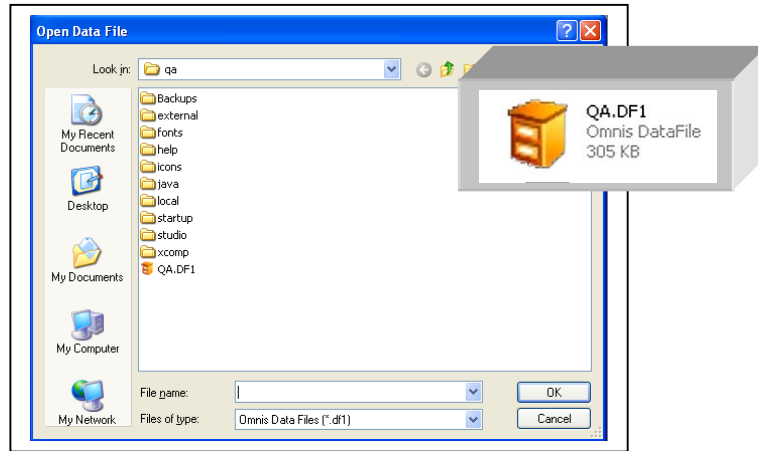
Destination Directory: It is very important for QA Studio to be installed on the correct drive. QA Studio is typically setup on a network drive assigned by your IT department. When you get to this screen, Click the browse button and find the correct drive (your company assigned network drive) and the correct file for QA Studio. QA Studio must be directed to the correct drive and file to run correctly.



After QA Studio is installed the program will close. To open QA Studio and begin using the new version, double click and open from QA Studio icon on the desktop.

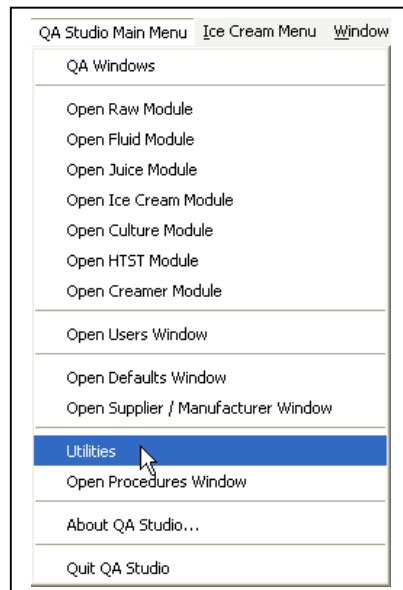


Need to direct QA Studio to your data file: Need to direct QA Studio program to the correct data file. May have to Look In a different drive and locate the assigned company network drive and find the company QA file. Then look for the .DF1 file cabinet that contains your data. Click on the .DF1 file cabinet and click OK.



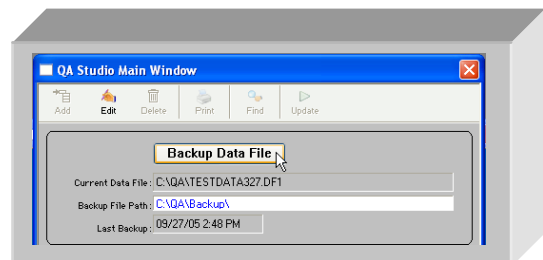
QA Studio Data Backups

Backups are easily performed in QA Studio. It is critical to routinely backup your data. Backups are performed when all QA Studio Users are out of the program. There are two places for QA Studio backups. You can make arrangements with your company's IT department to backup QA Studio from the server nightly. You can also set up a backup on the QA Manager's C drive in the Utilities menu. Just need to set up the path to the local C drive one time. Backup to the local C drive should take under 5 minutes. (C:\QA\backup).



DATA BACKUP

- ✓ On Company Assigned Network Drive
- ✓ On QA Manger's Local C drive.



QA Studio Web Site

QA Studio is here to help you manage your laboratory data. If you have any questions regarding the QA Studio program, please feel free to call, email and/or visit our web site. www.qastudio.com Telephone (866) 692-0600

QA Studio Laboratory Quality Assurance Software

[OVERVIEW](#) [PRODUCTS](#) [CONTACT](#) [SUPPORT](#) [REQUIREMENTS](#) [PURCHASE](#)

QAStudio is a Quality Assurance software program that Dairy Product and Food Product Processors can use to improve Quality Assurance in their facility. QAStudio software is *efficient, reliable, professional, proven and easy to use.*

QAStudio contains a database designed to track raw ingredients, and the manufacturing processes of fluid milk, juice drinks, cheese, yogurt, and ice cream. Functional and extremely user friendly, QAStudio is a valuable software program for many facilities because it can be used in nearly every department. It is used not only for data entry, but also for record keeping and reporting. For over 15 years QAStudio has been a proven solution for many processing facilities. Please read on to find out how to make QAStudio an integral component in your facility's Quality Assurance program!

QAStudio is currently comprised of five modules:

RAW **FLUID** **JUICE** **CULTURE** **ICE CREAM**

The five modules are designed to track the results from tests like Total Solids, Solids Non-Fat, Antibiotic residues, Somatic Cell counts, SPC, LPC, and Col from fresh and stressed samples.

QAStudio will provide the solution to the challenges of efficiently tracking data and maintaining accurate records. Just think: No more spreadsheets! No more "homegrown" databases! Follow the links above to further find out how QAStudio can help you successfully manage your Quality Assurance program!

Check out our newsletter: [QAStudio News](#)

Check out our [Newest Features](#) and our [Raw Program Demonstration Videos](#)

Visit our [Purchase Software](#) page to find out how you can try out QAStudio for **FREE!**

To see the proposed schedule for new modules: [CLICK HERE!](#)

Randolph Associates, Inc. is an authorized dealer of QA Studio. If you have any questions pertaining to troubleshooting problems in your plant, need help with laboratory testing procedures, would like an outside audit of your facility, please feel free to contact Randolph Associates, Inc. www.randolphconsulting.com Telephone (800) 649-0325.

Randolph Associates, Inc.
Solutions for the Food Processing Industry

About Us

Randolph Associates Inc. is an international food consulting firm, specializing in the Food and Dairy Industries. Randolph Associates Inc., founded by Dr. Henry E. Randolph, has been in the problem solving and improvement business within the Food and Dairy Industries for over 30 years. The Company has established a reputation for success in improving quality and operations for some of the industry's leading companies.

Randolph Associates, Inc. provides solutions to companies in the areas of Quality Control, Sanitation, Food Safety, Productivity, Shrinkage Control and Preventive Maintenance. Our services include quality programs, facility audits, plant assessments, product quality troubleshooting, crisis management and many others. In addition, we offer technical training programs such as Good Manufacturing Practices, HTST Pasteurization, Plant Sanitation, Sensory Evaluation, Weight and Fill Control and many others.

We help people succeed by....

- taking a "Hands On" approach.
- working directly with managers to understand their roles in "Quality Management", while developing training programs that strengthen personnel involvement.
- redefining their thought processes as to how tasks are accomplished.
- acknowledging their importance and contribution.
- "Motivation through Education", using one-on-one and group training.