

# A National Project to Implement TQM on Dairy Farms

**W.M. Sischo, W. Gilson, L.J. Hutchinson, W. Marsh, J.K. Reneau, P.M. Sears, L.L. Timms, W. Wailes**

*Depts. of Veterinary and Dairy and Animal Science  
Penn State, University Park PA 16803, USA*

Total Quality Management (TQM) is a management approach that focuses on producing high quality product (as defined by the consumer) by understanding and identifying the sources of variation in the processes of production, developing an ethic of quality within the workforce, and monitoring variation in production. Although TQM has been well accepted in many industries it has made less of an impact on the dairy industry or on the farm. A cooperative project has been developed to introduce the concept of TQM to dairy producers and provide a format to standardize procedures and monitor milk quality on the farm. A total of six states and approximately 70 dairy farms are participating in the project. Implementors (cooperative extension agents, milk receiver representatives, and veterinarians) have

been identified in each state and are responsible for working with individual producers on developing TQM programs for managing their milking and dry cows. Results from the implementation have shown that producers are comfortable with collecting records but many have not been able to translate the information into useful knowledge. Producers and veterinarians are not yet comfortable with developing treatment plans for a farm. The majority of producers treat the same or similar disease conditions with a variety of products. The average number of milk discard days was highly variable between farms, ranging from 0 to nearly 40 days. These are economic losses that most producers and veterinarians are not aware of.

## Vaccination and Biosecurity Practices of Pennsylvania Dairy Producers

**Yvette L. Rauff, DVM, Dale A. Moore\*, MS DVM MPVM, William M. Sischo, DVM PhD**

*Dept. of Veterinary Science  
The Pennsylvania State University  
University Park, PA, 16802*

A 1994 outbreak of severe BVD in Pennsylvania prompted a study into the biosecurity and vaccination practices of dairy producers in the state. The objective of the survey was to determine how many herds might still be at risk for a disease for which a vaccine is available, such as BVD by assessing vaccination and biosecurity practices. A 70% response rate was obtained from over 600 producers surveyed. Most producers relied on their veterinarian for vaccine information and purchases, but administered the vaccine themselves.

Not all groups of animals in the herds were vaccinated and many did not follow an initial killed virus vaccine with a booster, as recommended by the manufacturer. Although 80% of the producers said that their herds were vaccinated, only 30% were actually adequately vaccinated. When added to the risk imposed by purchasing unvaccinated replacements without isolation upon arrival, an estimated 30% of Pennsylvania dairy herds were still at high risk for a BVD outbreak.