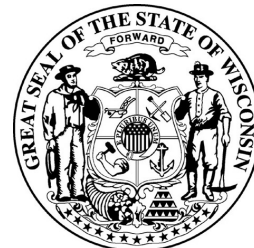


Streamline bulk milk weighers and samplers

Background

Bulk Milk Weigher Samplers (BMWS) licenses are valid for two years in Wisconsin. In order for a BMWS Grade A license to be renewed, the license holder must have had an inspection conducted within the previous 24 months of the renewal date. Currently, sanitarians will schedule appointments to conduct an inspection of the licensee. Some BMWS haul milk daily and sanitarians may schedule multiple inspections at one location, while other BMWS may only work weekends and holidays and their inspections are often scheduled on weekends or evenings. Inspection requests are in high demand close to the license renewal date in the fall.



Problem Statement

Each BMWS inspection currently takes on average four hours, including drive time to individual sites. Some of these hours occur on evenings and weekends to accommodate customer needs. With 2,700 BMWS licensed in Wisconsin, there is potential to repurpose staff hours and provide an easier process for the customer by scheduling inspection days at designated locations, such as free county fairgrounds, that have the necessary equipment.

Outcome

On October 13 and 14, 2017, the division held a pilot program at the Washington County Fairgrounds. BMWS used an online sign-up sheet to choose a day and time. A local milk hauler provided a milk truck filled with water, and BMWS performed procedures they would do on the farm, such as measuring and taking samples. The results were that the division can inspect up to 32 BMWS in a day. Each inspection, with the addition of drive time, now takes 26.25 minutes rather than the former four hours. In 2018, DATCP will schedule 24 days, conducting 768 inspections at centralized locations. These repurposed hours will allow sanitarians to complete other needed inspections and other projects.

Results

Metric Name	Before	After	Improvement	% Improved
Annual hours required	3,072	336	2,736	89
Annual current cost in dollars				
Annual future cost in dollars				
Number of steps in process				
Average process lead time in days				
Percentage who are satisfied				

Cost to implement: \$0

One-time cost savings: \$0

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