

DAIRYSAFE has an obligation to actively promote food safety learnings that are important to your business.

Key points –

- **Service providers should always deliver compliant services to your needs and expectations.**
 - **When the work completed isn't to specification it presents a risk to your business.**
 - **Using a good checklist can be beneficial when selecting your preferred service provider and ensuring they are meeting your expectations.**
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Securing reputable, competent, and qualified service providers

Experienced a problem with your service provider, technician, or specialist? Dairysafe has received reports of work completed by service providers that hasn't been to specification and has presented a risk to the client.

Service providers such as mechanical/technical, agronomy, nutrition, veterinarian services, product development, finance, IT, and transport, are critical to business continuity. You should always have confidence they'll act in your best interest. You expect to get a quality of service that meets your dollar needs and produces a compliant outcome in line with your business's expectations and food safety specifications.

When you contract a service provider to complete work in critical areas of the business, such as a pasteuriser, refrigeration, or milking machine, the job must be done correctly every time.

Reputable service providers should be able to demonstrate they have arrangements in place to deliver compliant outcomes to your expectations. This will be in the form of qualifications, policies, and processes detailing quality, performance, and service obligations

When expectations aren't met involving the repair, installation, or commissioning of key equipment it costs you, creates downtime, and can also present potential risks to your business.



Pre-selection Checklist

When considering a service provider, particularly if they are unknown to your business, you could consider the following points as a good checklist for selecting your preferred provider:

- The provider and its employees hold the relevant and required qualifications and/or certificates.
- The provider can demonstrate it has the required capability, eg via credentials and testimonials.
- The provider has the necessary insurance coverage.
- The provider has in place customer satisfaction, complaint resolution, and mediation policies and processes, eg a complaint handling process; privacy requirements; other avenues of dispute resolution; complaint escalation; and complaint closure.
- The provider conducts self-assessment processes to determine if quality, performance, and service obligations are being achieved.
- The provider takes steps to address shortcomings where self-assessment or customer complaint has found quality, performance, and service obligations have not been met.

Post-selection Checklist

Once the service provider has been engaged it's then important that you have a process for monitoring the services provided. Below are some things to consider once the service provider is engaged:

- Expectations have been set upfront when engaging with the service provider
- A process of monitoring the status of the services provided throughout the engagement has been established
- Services provided by the service provider meet the established expectations you have set
- Post services provided an internal review has been conducted to ensure you were happy with the overall outcomes and establish any learnings that can be applied to future engagements

You should consider maintaining a list of reputable service providers for both standard and emergency situations.

Please contact the Dairysafe team if you have any questions.



Dairysafe's regulatory management system is certified to the ISO 9001:2015 Quality Standard

