Appendix 2

Questions for interviewing the dairy personnel

Name of the Dairy

Name of the Official

Number of years in the Dairy

A. Quality Parameters

1. Do you check the bacteria content of the raw milk i.e. the Standard Plate Count (SPC)?
   Yes  ☐  No  ☐

2. Do you check with the cooperative societies on the aspects of cow nutrition, disease prevention and overall health management?
   Yes  ☐  No  ☐

3. Do you have separate “sell by” and “use by” dates stamped on the polybags?
   Yes  ☐  No  ☐

4. Do you conduct visual quality tests immediately on receipt of the milk from the cooperatives?
   Yes  ☐  No  ☐
5. Do you use Lactodensity Meter?
   Yes    No

6. Do you check the fatty acid composition in milk?
   Yes    No

7. Do you check the presence of inhibitory substances such as dirt, antibiotics, disinfectants etc in milk?
   Yes    No

8. Do you check the LPC (laboratory pasteurized count) i.e. the measure of bacteria that survive after pasteurization?
   Yes    No

9. Do you check whether the milkers are milking the cows with clean and dry udders?
   Yes    No
B. Quality Systems

1. Are you certified for ISO 9001?
   Yes □ No □

2. Are you certified for ISO 14001?
   Yes □ No □

3. Are you certified for ISO 22001?
   Yes □ No □

4. Have you implemented TPM & 5S in your dairy?
   Yes □ No □

5. Do you encourage your staff to participate in Kaizen?
   Yes □ No □

6. Do you have Quality Circles in your dairy?
   Yes □ No □

7. Do you have Suggestion Scheme in your dairy?
   Yes □ No □
C. Quality Control

1. Do you have all necessary equipments in your quality control laboratory?
   Yes ☐ No ☐

2. Do you analyze the customer complaints in the lab?
   Yes ☐ No ☐

3. Do you calibrate the equipments / instruments regularly and do you keep a record of the same?
   Yes ☐ No ☐

D. Customer Feedback

1. Do you have a proper system for obtaining customer feedback?
   Yes ☐ No ☐

2. Do you use statistical tools for customer feedback analysis?
   Yes ☐ No ☐

3. Do you initiate corrective actions based on feedback?
   Yes ☐ No ☐
E. Supplier Relations

1. Do your representatives visit the milk cooperatives often?
   Yes  ☐  No  ☐

2. Do you give feedback to the suppliers on quality?
   Yes  ☐  No  ☐

3. Do you always pay the suppliers on time?
   Yes  ☐  No  ☐