

A Major Dairy Processor Implements TEMPO® to Expand Overall Quality Program

Case Study



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Context

- A major dairy processor in the Northeast operates more than 500 convenience food outlets and manufactures commercial dairy products, juices and other beverages for the region.

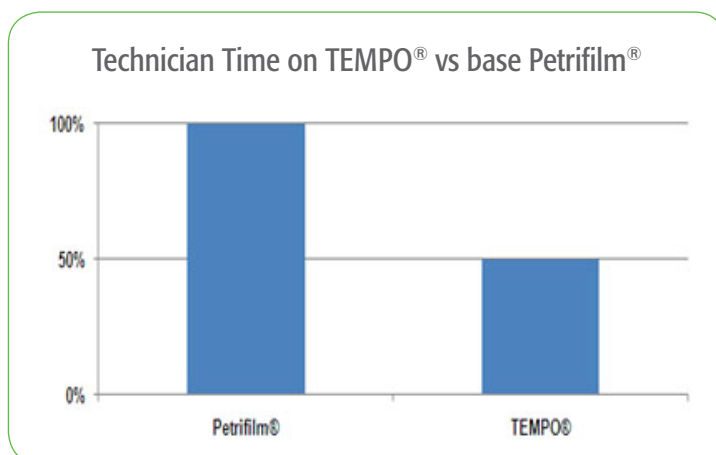
Objectives & Action

- In late 2009, the dairy processor's management team began developing plans to expand testing capabilities and overall quality programs at its dairy facility. The microbiology laboratory had been using manual methods to generate quality indicator data and all results were hand-keyed into a laboratory information management system. Their Objective: Explore automated techniques that would enable the lab to (a) reduce the amount of technician time spent counting colonies, (b) minimize errors associated with manual methods, (c) increase overall quality program, and (d) minimize time spent keying results.

Following a three-month evaluation period, the management team fully implemented the TEMPO® solution in late 2009 for the following routine parameters: Yeast and Molds, Total Aerobic Count and Coliforms. During 2011, the bioMérieux Connectivity team, customer's staff, and the LIMS provider successfully interfaced the TEMPO system with the dairy's network.

Key Results

- During the three-month evaluation period, the customer compared its incumbent Petrifilm and standard plate methods to the TEMPO solution. Lab personnel found that they were able to save, on average, 50% of the analysts' time doing micro work (i.e., setting up plates and reading plates). Additionally, technician-to-technician subjectivity reduced significantly with the adoption of TEMPO, which minimized the number of repeat tests and improved overall lab credibility.



"With Tempo, we can complete the reading in seconds instead of spending minutes on a plate, especially on the reading side. By implementing TEMPO, we have been able to expand some of our other quality programs, such as pursuing SQF certification and being a top-tier supplier. We want to expand our wholesale business, which is part of why we need that SQF certification. Now we have the capacity and the personnel to go for this. Tempo has allowed us to begin working on that plan." – Customer QA Manager