

QMS Questionnaire - For Sharing

Survey Flow

Standard: Interviewee Background (7 Questions)

Standard: Plant Background (5 Questions)

Standard: Plant Infrastructure (6 Questions)

Standard: QMS - VI. Production and Processing (11 Questions)

Block: QMS - I. Cleaning and Sanitation (17 Questions)

Standard: QMS - II. Training (16 Questions)

Standard: QMS - III. Good Manufacturing Practices (5 Questions)

Standard: QMS - IV. Maintenance (10 Questions)

Standard: QMS - V. Quality Management - Quality Programs (17 Questions)

Standard: QMS - V. Quality Management - Food Safety Programs (9 Questions)

Page Break

Start of Block: Interviewee Background

Page Break

Q1.1 How many interviewees are participating?

☐ 1 (1)

☐ 2 (2)

☐ Other: (3) _____

Q1.2 A. What is your name?

Display This Question:

If Q1.1 = 2

Q1.3 B. What is your name?

Q1.4 A. What is your title?

☐ Quality Manager (1)

☐ Production Manager (2)

☐ Other: (3) _____

Display This Question:

If Q1.1 = 2

Q1.5 B. What is your title?

☐ Quality Manager (1)

☐ Production Manager (2)

☐ Other: (3) _____

Q1.6 A. How long have you held your current position?

☐ Less than 5 months (7)

☐ 6 months - 1 year (1)

☐ 1 - 2 years (2)

☐ 3 - 4 years (3)

☐ 5 - 9 years (4)

☐ 10 - 14 years (5)

☐ 15 or more years (6)

☐ Other: (14) _____

Display This Question:

If Q1.1 = 2

Q1.7 B. How long have you held your current position?

☐ Less than 5 months (7)

☐ 6 months - 1 year (1)

☐ 1 - 2 years (2)

☐ 3 - 4 years (3)

☐ 5 - 9 years (4)

☐ 10 - 14 years (5)

☐ 15 or more years (6)

☐ Other: (14) _____

Page Break _____

End of Block: Interviewee Background

Start of Block: Plant Background



Q2.1 Please provide the following:

- ☐ Plant Number (1) _____
 - ☐ Company Name (2) _____
 - ☐ City (3) _____
 - ☐ State (4) _____
-

Q2.2 Approximately how many employees work at the plant?

- ☐ 1 - 19 (1)
 - ☐ 20 - 49 (2)
 - ☐ 50 - 99 (3)
 - ☐ 100 - 149 (4)
 - ☐ 149 - 199 (5)
 - ☐ 200 - 249 (6)
 - ☐ 250+ (7)
 - ☐ Don't know (8)
 - ☐ Other: (9) _____
-

Q2.3 Please list all of the departments at your plant (e.g., production, sanitation, maintenance, QA/QC, office, distribution)

☐ 1. (16) _____

☐ 2. (17) _____

☐ 3. (6) _____

☐ 4. (18) _____

☐ 5. (19) _____

☐ 6. (22) _____

☐ 7. (28) _____

☐ 8. (27) _____

☐ 9. (30) _____

Page Break

Q2.4 What is the approximate number of employees in each department at your plant?

	Less than 5 (1)	5 - 10 (2)	11 - 15 (3)	16 - 20 (4)	Greater than 20 (5)	Don't know (6)	Other (7)
<i>If PlantDept 1. Is Not Empty</i> \${Q2.3/ChoiceTextEntryValue/16} (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>If PlantDept 2. Is Not Empty</i> \${Q2.3/ChoiceTextEntryValue/17} (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>If PlantDept 3. Is Not Empty</i> \${Q2.3/ChoiceTextEntryValue/6} (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>If PlantDept 4. Is Not Empty</i> \${Q2.3/ChoiceTextEntryValue/18} (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>If PlantDept 5. Is Not Empty</i> \${Q2.3/ChoiceTextEntryValue/19} (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>If PlantDept 6. Is Not Empty</i> \${Q2.3/ChoiceTextEntryValue/22} (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>If PlantDept 7. Is Not Empty</i> \${Q2.3/ChoiceTextEntryValue/28} (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>If PlantDept 8. Is Not Empty</i> \${Q2.3/ChoiceTextEntryValue/27} (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>If PlantDept 9. Is Not Empty</i> \${Q2.3/ChoiceTextEntryValue/30} (9)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2.5 Briefly describe the management structure at your plant (e.g., plant manager, production manager and quality manager, production supervisors and quality supervisors, techs, filler operators)

Page Break

End of Block: Plant Background

Start of Block: Plant Infrastructure

Q3.1 Approximately what year was the plant built?

☐ Year: (1) _____

☐ Other: (4) _____

☐ Don't know (2)

Q3.2 What material(s) are used on the production floor for the FLOOR:

☐ Epoxy (1)

☐ Tile (2)

☐ Dairy tile (6)

☐ Concrete (3)

☐ Other(s): (4) _____

☐ Don't know (5)

Q3.3 What material(s) are used on the production floor for the CEILING:

- ☐ Concrete (1)
 - ☐ Metal (2)
 - ☐ Dropped (3)
 - ☐ Wood (6)
 - ☐ Other(s): (4) _____
 - ☐ Don't know (5)
-

Q3.4 What material(s) are used on the production floor for the WALLS:

- ☐ Seamless poured concrete (1)
 - ☐ Concrete block (2)
 - ☐ Fiberglass panels (6)
 - ☐ Glazed ceramic tile (7)
 - ☐ Metal (8)
 - ☐ Other(s): (4) _____
 - ☐ Don't know (5)
-

Q3.5 Do you have an air-flow control system or strategy at your plant for the production floor?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (5) _____
- ☐ Don't know (4)
-

Q3.6 What type of air-flow control system or strategy does your plant use on the production floor?

- ☐ Positive pressure (1)
- ☐ Other: (3) _____
- ☐ Don't know (2)

End of Block: Plant Infrastructure

Start of Block: QMS - VI. Production and Processing

Q4.1 Does your plant rework any fluid milk?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Don't know (3)
- ☐ Other: (4) _____
-

Q4.2 Does your plant reclaim any fluid milk?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Don't know (3)
- ☐ Other: (4) _____
-

Q4.3 Does your plant have any written Standard Operating Procedures (SOPs)?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Don't know (3)
- ☐ Other: (4) _____

Skip To: Q4.9 If Q4.3 = 2

Skip To: Q4.9 If Q4.3 = 3

Page Break

Q4.4 Does your plant have a written Standard Operating Procedure (SOP) for rework?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Don't know (4)
- ☐ Other: (3) _____
-

Q4.5 Does your plant have a written Standard Operating Procedure (SOP) for reclaim?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Don't know (4)
- ☐ Other: (3) _____
-

Q4.6 Does your plant have a written Standard Operating Procedure (SOP) for filler start-up?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Don't know (4)
- ☐ Other: (3) _____
-

Q4.7 Does your plant have a written Standard Operating Procedure (SOP) for changeovers?

☐ Yes (1)

☐ No (2)

☐ Don't know (4)

☐ Other: (3) _____

Q4.8 Does your plant have a written Standard Operating Procedure (SOP) for downtime?

☐ Yes (1)

☐ No (2)

☐ Don't know (4)

☐ Other: (3) _____

Page Break _____

Q4.9 What type of pasteurization method does your plant use?

- ☐ HTST (1)
 - ☐ Batch/vat (2)
 - ☐ UP (3)
 - ☐ Don't know (4)
 - ☐ Other: (5) _____
-

Q4.10 What time and **temperature** conditions do you use for pasteurizing white milk?

- ☐ Temperature (in Fahrenheit) (4)

 - ☐ Don't know (2)
 - ☐ Other: (3) _____
-

Q4.11 What **time** and temperature conditions do you use for pasteurizing white milk?

- ☐ Time (in seconds) (1) _____
- ☐ Don't know (2)
- ☐ Other: (3) _____

End of Block: QMS - VI. Production and Processing

Start of Block: QMS - I. Cleaning and Sanitation

Q5.1 What is the name of your chemical vendor?

- ☐ EcoLab (1)
- ☐ Johnson Diversey (2)
- ☐ Univar (4)
- ☐ AFCO (3)
- ☐ Hydrite (5)
- ☐ Madison Chemical (6)
- ☐ Other: (7) _____
- ☐ Don't know (9)
-

Q5.2 Which of the following methods does your plant use for manual cleaning of filling equipment?

- ☐ Foam (1)
- ☐ Spray (2)
- ☐ Hand wash (brush and bucket) (3)
- ☐ COP tank (6)
- ☐ Other: (4) _____
- ☐ Don't know (5)
-

Q5.3 Does your plant use an automated Clean-In-Place (CIP) system?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (6) _____
- ☐ Don't know (5)

Skip To: Q5.5 If Q5.3 = 2

Q5.4

What level of automation is the controller? Do you programs require manual control?

- ☐ Fully automated (1)
 - ☐ Partially automated (some manual control) (2)
 - ☐ Manual (5)
 - ☐ Other: (3) _____
 - ☐ Don't know (4)
-

Page Break

Q5.5 Which chemical detergents(s) does your plant use?

	Brand Name (5)	Manufacturer (16)	Alkaline or Acid or Chlorinated Alkaline or Other (11)	Where used in plant (15)	When used in plant (19)	Notes (20)
 1. (1)						
 2. (4)						
 3. (5)						
 4. (3)						
 5. (2)						
6 (9)						

Q5.6 Which detergent(s) does your plant use for Clean-In-Place (CIP)?

Examples: Alkaline (protein and fat), chlorinated alkaline, and acid (milk stone; scale).

☐ Brand Name (1) _____

☐ Manufacturer (2) _____

☐ Notes (3) _____

Q5.7 Does your plant ever check the CIP detergent concentration(s)?

☐ Yes (1)

☐ No (2)

☐ Other: (5) _____

☐ Don't know (4)

Q5.8 Which of the following methods does your plant use to check the CIP detergent concentration?

☐ Test strips (1)

☐ Titrations (2)

☐ Conductivity meter (3)

☐ Other(s): (4) _____

☐ Don't know (5)

Q5.9 Approximately how often do you use titrations to check the CIP detergent concentration?

- ☐ At least one time per production day (1)
- ☐ Weekly (2)
- ☐ Other: (3) _____
- ☐ Don't know (4)

Page Break _____

Q5.10 Which chemical sanitizer(s) does your plant use?

	Brand Name (5)	Manufacturer (1)	Where used in plant (11)	When used in plant (12)	Notes: (13)
1. (1)					
2. (4)					
3. (5)					
4. (3)					
5. (2)					

Q5.11 What type sanitizer does your plant use for Clean-In-Place (CIP)?

- ☐ Steam (1)
- ☐ Hot water (2)
- ☐ Chemical sanitizer(s) (3)
- ☐ Other: (4) _____
- ☐ Don't know (5)

Q5.12 Does your plant ever check the CIP sanitizer concentration?

☐

Yes (1)

☐

No (2)

☐

Other: (5) _____

☐

Don't know (4)

Q5.13 Which of the following methods does your plant use to check the CIP sanitizer concentration?

☐

Test strips (1)

☐

Titration (2)

☐

Conductivity meter (3)

☐

Other(s): (4) _____

☐

Don't know (5)

Page Break

Q5.14 Does your plant have any written Sanitation Standard Operating Procedures (SSOPs) for daily cleaning and sanitation tasks?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (5) _____
- ☐ Don't know (4)

Display This Question:

If Q5.14 = 1

Q5.15 Approximately how many daily cleaning and sanitation tasks (e.g., HTST CIP procedure) have current written Sanitation Standard Operating Procedures (SSOPs)

- ☐ None (2)
- ☐ Less than 25% (3)
- ☐ 25 - 50 % (4)
- ☐ Between 50 - 75% (5)
- ☐ More than 75% (6)
- ☐ Other: (8) _____
- ☐ Don't know (7)

Page Break

Q5.16 Does your plant have a Master Sanitation Schedule?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (5) _____
- ☐ Don't know (4)

Display This Question:

If Q5.16 = 1

Q5.17 How are various tasks on your plant's Master Sanitation Schedule organized? *Select all that apply*

- ☐ Twice per week (1)
- ☐ Weekly (2)
- ☐ Every other week (3)
- ☐ Twice per month (4)
- ☐ Monthly (5)
- ☐ Every other month (6)
- ☐ Quarterly (7)
- ☐ Twice per year (8)
- ☐ Annually (9)
- ☐ Other(s): (10) _____
- ☐ Don't know (11)

End of Block: QMS - I. Cleaning and Sanitation

Start of Block: QMS - II. Training

Q6.1 Have any employees at your plant received training on cleaning and sanitation?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (3) _____
- ☐ Don't know (4)

Skip To: Q6.9 If Q6.1 = 2

Carry Forward All Choices - Displayed & Hidden from "Q2.4"



Q6.2 Which employees receive training on cleaning and sanitation?

- ☐ \${Q2.3/ChoiceTextEntryValue/16} (1)
- ☐ \${Q2.3/ChoiceTextEntryValue/17} (2)
- ☐ \${Q2.3/ChoiceTextEntryValue/6} (3)
- ☐ \${Q2.3/ChoiceTextEntryValue/18} (4)
- ☐ \${Q2.3/ChoiceTextEntryValue/19} (5)
- ☐ \${Q2.3/ChoiceTextEntryValue/22} (6)
- ☐ \${Q2.3/ChoiceTextEntryValue/28} (7)
- ☐ \${Q2.3/ChoiceTextEntryValue/27} (8)
- ☐ \${Q2.3/ChoiceTextEntryValue/30} (9)



Q6.3 How often do employees receive cleaning and sanitation training?

☐ \${Q2.3/ChoiceTextEntryValue/16} (1)

☐ \${Q2.3/ChoiceTextEntryValue/17} (2)

☐ \${Q2.3/ChoiceTextEntryValue/6} (3)

☐ \${Q2.3/ChoiceTextEntryValue/18} (4)

☐ \${Q2.3/ChoiceTextEntryValue/19} (5)

☐ \${Q2.3/ChoiceTextEntryValue/22} (6)

☐ \${Q2.3/ChoiceTextEntryValue/28} (7)

☐ \${Q2.3/ChoiceTextEntryValue/27} (8)

☐ \${Q2.3/ChoiceTextEntryValue/30} (9)

Q6.4 Which on-site training methods has your plant used in the last year for cleaning and sanitation?

- ☐ On the job (e.g., new employee shadows filler operator) (1)
 - ☐ During regular shift meetings (e.g., 5 minute discussion on proper GMPs) (2)
 - ☐ "Read and understand" written procedures (e.g., SSOPs) (3)
 - ☐ Computer based/eLearning (e.g., Alchemy) (4)
 - ☐ On-site classroom w/ internal trainer (e.g., QA Manager) (5)
 - ☐ On-site classroom w/ external trainer (e.g., EcoLab) (6)
 - ☐ Other(s): (7) _____
 - ☐ Don't know (8)
-

Q6.5 Which off-site training methods has your facility used in the last year for cleaning and sanitation?

- ☐ University extension programs (e.g., Cornell) (1)
- ☐ Corporate off-site programs (2)
- ☐ Regulatory meetings (3)
- ☐ None (4)
- ☐ Other(s): (5) _____
- ☐ Don't know (6)

Page Break



Q6.6 Who is primarily responsible for oversight, coordination, and of training on cleaning and sanitation?

- ☐ Name: (1) _____
- ☐ Title: (2) _____
- ☐ Other: (4) _____
-

Q6.7 Does your plant document employee cleaning and sanitation trainings?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (5) _____
- ☐ Don't know (4)
-

Display This Question:

If Q6.7 = 1

Q6.8 How does your plant document employee cleaning and sanitation training records?

- ☐ Paper-based documentation (1)
- ☐ Excel spreadsheet (2)
- ☐ Commercial learning management system software (3)
- ☐ Internally developed software (4)
- ☐ Other(s): (6) _____
- ☐ Don't know (7)

Page Break

Q6.9 Have any employees at your plant received training on Good Manufacturing Practices (GMPs)?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (3) _____
- ☐ Don't know (4)

Skip To: End of Block If Q6.9 = 2

Carry Forward Displayed Choices from "Q6.2"

X→

Q6.10 Which employees receive training on Good Manufacturing Practices (GMPs)?

☐ \${Q2.3/ChoiceTextEntryValue/16} (1)

☐ \${Q2.3/ChoiceTextEntryValue/17} (2)

☐ \${Q2.3/ChoiceTextEntryValue/6} (3)

☐ \${Q2.3/ChoiceTextEntryValue/18} (4)

☐ \${Q2.3/ChoiceTextEntryValue/19} (5)

☐ \${Q2.3/ChoiceTextEntryValue/22} (6)

☐ \${Q2.3/ChoiceTextEntryValue/28} (7)

☐ \${Q2.3/ChoiceTextEntryValue/27} (8)

☐ \${Q2.3/ChoiceTextEntryValue/30} (9)

Carry Forward All Choices - Entered Text from "Q6.10"

X→

Q6.11 How often do employees receive Good Manufacturing Practices (GMPs) training?

☐ \${Q2.3/ChoiceTextEntryValue/16} (1)

☐ \${Q2.3/ChoiceTextEntryValue/17} (2)

☐ \${Q2.3/ChoiceTextEntryValue/6} (3)

☐ \${Q2.3/ChoiceTextEntryValue/18} (4)

☐ \${Q2.3/ChoiceTextEntryValue/19} (5)

☐ \${Q2.3/ChoiceTextEntryValue/22} (6)

☐ \${Q2.3/ChoiceTextEntryValue/28} (7)

☐ \${Q2.3/ChoiceTextEntryValue/27} (8)

☐ \${Q2.3/ChoiceTextEntryValue/30} (9)

Q6.12 Which on-site training methods has your plant used in the last year for Good Manufacturing Practices (GMPs)?

- ☐ On the job (e.g., new employee shadows filler operator) (1)
 - ☐ During regular shift meetings (e.g., 5 minute discussion on proper GMPs) (2)
 - ☐ "Read and understand" written procedures (e.g., SSOPs) (3)
 - ☐ Computer based/eLearning (e.g., Alchemy) (4)
 - ☐ On-site classroom w/ internal trainer (e.g., QA Manager) (5)
 - ☐ On-site classroom w/ external trainer (e.g., EcoLab) (6)
 - ☐ Other: (7) _____
 - ☐ Don't know (8)
-

Q6.13 Which off-site training methods has your facility used in the last year for Good Manufacturing Practices (GMPs)?

- ☐ University extension programs (e.g., Cornell) (1)
- ☐ Corporate off-site programs (2)
- ☐ Regulatory meetings (3)
- ☐ None (4)
- ☐ Other(s): (5) _____
- ☐ Don't know (6)
-



Q6.14 Who is primarily responsible for oversight, coordination, and of training on Good Manufacturing Practices (GMPs)?

- ☐ Name: (1) _____
- ☐ Title: (2) _____
- ☐ Other: (3) _____
-

Q6.15 Does your plant document employee Good Manufacturing Practices (GMPs) training?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (4) _____
- ☐ Don't know (3)

Display This Question:

If Q6.15 = 1

Q6.16 How does your plant document employee Good Manufacturing Practices (GMPs) training records?

- ☐ Paper-based documentation (1)
- ☐ Excel spreadsheet (2)
- ☐ Commercial learning management system software (3)
- ☐ Internally developed software (4)
- ☐ Other(s): (6) _____
- ☐ Don't know (7)

End of Block: QMS - II. Training

Start of Block: QMS - III. Good Manufacturing Practices

Q7.1 Does your plant conduct internal Good Manufacturing Practices (GMP) audits?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (4) _____
- ☐ Don't know (3)

Display This Question:

If Q7.1 = 1

Q7.2 How often does your plant conduct internal Good Manufacturing Practices (GMP) audits?

- ☐ Daily (1)
- ☐ Once a week (2)
- ☐ Once a month (3)
- ☐ Other: (6) _____
- ☐ Don't know (5)
-

Q7.3 Does your plant document internal Good Manufacturing Practices (GMP) audits?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (4) _____
- ☐ Don't know (3)
-

Display This Question:

If Q7.3 = 1

Q7.4 How does your plant document internal Good Manufacturing Practices (GMP) audits?

- ☐ Paper records (1)
- ☐ Electronic records (2)
- ☐ Both paper and electronic records (3)
- ☐ We don't document internal GMP audits (4)
- ☐ Other: (6) _____
- ☐ Don't know (5)

Page Break

Q7.5 What attire do employees wear during production?

☐

Hair net (1)

☐

Beard net (2)

☐

Plant-specific pants (3)

☐

Plant-specific shirt (4)

☐

Plant-specific boots (5)

☐

Other: (6) _____

☐

Don't know (7)

End of Block: QMS - III. Good Manufacturing Practices

Start of Block: QMS - IV. Maintenance

Q8.1 How does plant maintenance get completed?

- ☐ Work order program (1)
- ☐ Inspection or audit specific work lists (2)
- ☐ Contact on-shift maintenance personnel to fix breakdowns (3)
- ☐ Prepare an ongoing list ("punch list") (4)
- ☐ Preventive maintenance program (8)
- ☐ No formal procedures (5)
- ☐ Other(s): (6) _____
- ☐ Don't know (7)

Page Break

Q8.2 Approximately how often are the following parts replaced in your plant?

	At least monthly (1)	2 - 3 months (2)	4 - 5 months (3)	6 months (4)	7 - 11 months (5)	Annually (6)	Less than annually (7)	N/A (8)	Don't know (9)	Other (10)
Gaskets (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pump Seals (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plug valves (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cluster valves (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jug Filler Rubbers (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O-Rings (jug filler) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
U-cups (paper fillers) (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8.3 How often are your heat exchanger plates inspected for pin holes, gasket condition, cracks, etc.?

- ☐ Monthly (1)
- ☐ Quarterly (2)
- ☐ Semi-annually (3)
- ☐ Annually (4)
- ☐ Other: (5) _____
- ☐ Don't know (6)

Page Break _____

Display This Question:

If Q8.1 = 8

Q8.4 Does your plant have a written Preventive Maintenance program?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Don't know (3)
- ☐ Other: (4) _____
-

Q8.5 Is your Preventive Maintenance program on a schedule?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Don't know (3)
- ☐ Other: (4) _____
-

Q8.6 Which of the following items are included in your Preventive Maintenance program?

- ☐ Gasket replacements (1)
- ☐ Valve replacements (2)
- ☐ In-line filter replacements (3)
- ☐ Air handling system filter replacements (4)
- ☐ Pump seal replacements (5)
- ☐ Spray ball/dish inspections (6)
- ☐ CIP pump inspections (7)
- ☐ Milk pump inspections (8)
- ☐ Pasteurizer inspections (9)
- ☐ Tank inspections (10)
- ☐ Backflow prevention check (11)
- ☐ Other(s): (12) _____
- ☐ Don't know (13)

Page Break

Q8.7 Does your plant document completed preventive maintenance tasks?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (5) _____
- ☐ Don't know (4)

Display This Question:

If Q8.7 = 1

Q8.8 How are completed preventive maintenance tasks documented?

- ☐ Hard copy - Paper based documentation (1)
- ☐ Scanned copy - Paper based documentation (2)
- ☐ Excel spreadsheet (3)
- ☐ Internally developed software (4)
- ☐ Other: (5) _____
- ☐ Don't know (7)

Page Break

Q8.9 Does your plant document completed corrective maintenance tasks?

- ☐ Yes (1)
- ☐ No (5)
- ☐ Other (7) _____
- ☐ Don't know (2)

Display This Question:

If Q8.9 = 1

Q8.10 How are completed corrective maintenance tasks documented?

- ☐ Hard copy - Paper based documentation (1)
- ☐ Scanned copy - Paper based documentation (2)
- ☐ Excel spreadsheet (3)
- ☐ Internal developed software (4)
- ☐ Other: (6) _____
- ☐ Don't know (7)

End of Block: QMS - IV. Maintenance

Start of Block: QMS - V. Quality Management - Quality Programs

Q9.1 Does your plant have a written quality manual?

☐ Yes (1)

☐ No (2)

☐ Other: (4) _____

☐ Don't know (3)

Page Break _____

Q9.2 Please describe your in-house testing program for raw milk:

Include: (i) sampling schedule, (ii) sampling methods, (iii) testing methods, (iv) sample storage (temperature and location)

Q9.3 Please describe your in-house testing program for in-line sampling:

Include: (i) sampling schedule, (ii) sampling methods, (iii) testing methods, (iv) sample storage (temperature and location)

Q9.4 Please describe your in-house testing program for pasteurized tanks:

Include: (i) sampling schedule, (ii) sampling methods, (iii) testing methods, (iv) sample storage (temperature and location)

Q9.5 Please describe your in-house testing program for finished product:

Include: (i) sampling schedule, (ii) sampling methods, (iii) testing methods, (iv) sample storage (temperature and location)

Q9.6 Please described your in-house testing program for other categories not yet mentioned:

Include: (i) sampling schedule, (ii) sampling methods, (iii) testing methods, (iv) sample storage (temperature and location)

Page Break

Q9.7 Please describe your plant environmental microbiological monitoring program for air:

Include: (i) sampling schedule (which samples are taken, how many, how often), (ii) sampling methods, and (iii) testing methods

Q9.8 Please describe your plant environmental microbiological monitoring program for water:

Include: (i) sampling schedule (which samples are taken, how many, how often), (ii) sampling methods, and (iii) testing methods

Q9.9 Please describe your plant environmental microbiological monitoring program for containers:

Include: (i) sampling schedule (which samples are taken, how many, how often), (ii) sampling methods, and (iii) testing methods

Q9.10 Please describe your plant environmental microbiological monitoring program for equipment:

Include: (i) sampling schedule (which samples are taken, how many, how often), (ii) sampling methods, and (iii) testing methods

Q9.11 Please describe your plant environmental microbiological monitoring program for other categories not yet mentioned:

Include: (i) sampling schedule (which samples are taken, how many, how often), (ii) sampling methods, and (iii) testing methods

Page Break

Q9.12 Has your plant established internal quality standards?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (4) _____
- ☐ Don't know (3)

Display This Question:

If Q9.12 = 1

Q9.13 What are your internal quality standards?

Q9.14 Has your plant established internal quality action levels?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (4) _____
- ☐ Don't know (3)

Display This Question:

If Q9.14 = 1

Q9.15 What are your internal quality action levels?

Q9.16 Does your plant have a quality action plan in place?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (3) _____
- ☐ Don't know (4)

Display This Question:

If Q9.16 = 1

Q9.17 What is your quality action plan?

End of Block: QMS - V. Quality Management - Quality Programs

Start of Block: QMS - V. Quality Management - Food Safety Programs

Q10.1 Does your plant have a Hazard Analysis and Critical Control Points (HACCP) plan?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (4) _____
- ☐ Don't know (3)

Display This Question:

If Q10.1 = 1

Q10.2 Who prepared the Hazard Analysis and Critical Control Points (HACCP) plan?

- ☐ Plant employee name: (1)

- ☐ Consultant name: (2)

- ☐ Other: (3) _____
- ☐ Don't know (4)

Q10.3 Does your plant have a Food Safety Plan?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (4) _____
- ☐ Don't know (5)
-

Display This Question:

If Q10.3 = 1

Q10.4 Who prepared the Food Safety Plan?

☐

Plant employee name: (1)

☐

Consultant name: (2)

☐

Other: (3) _____

☐

Don't know (4)

Page Break

Q10.5 Has your plant had a third party audit in the last two years?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (4) _____
- ☐ Don't know (5)

Display This Question:

If Q10.5 = 1

Q10.6 What type of third party audit(s) has your plant been subject to in the last two years?

- ☐ GFSI food safety standard (1)
- ☐ Gap audit (2)
- ☐ Other(s): (3) _____
- ☐ Notes: (4) _____

Display This Question:

If Q10.6 = 1

Q10.7 Which GFSI food safety standard(s) was your plant audited for?

- ☐ British Retail Consortium (BRC) (1)
- ☐ Food Safety System Certification (FSSC 22000) (2)
- ☐ Safe Quality Food (SQF) (3)
- ☐ Other(s): (4) _____
- ☐ Don't know (5)

Display This Question:

If Q10.5 = 1

Q10.8 Did the audits described above involve identifying non-compliances against a standard?

- ☐ Yes (1)
- ☐ No (2)
- ☐ Other: (3) _____
- ☐ Don't know (4)

Display This Question:

If Q10.8 = 1

Q10.9 How does your plant document completed corrective actions regarding the identified non-compliances?

- ☐ Paper-based documentation (1)
- ☐ Excel spreadsheet (2)
- ☐ Commercial learning management system software (3)
- ☐ Internally developed software (4)
- ☐ We don't document corrective actions regarding the identified non-compliances (5)
- ☐ We don't follow up on identified non-compliances with corrective actions (6)
- ☐ Other: (7) _____
- ☐ Don't know (8)

End of Block: QMS - V. Quality Management - Food Safety Programs
