

		Dairy Hygiene Inspector - Inspection User Journey									
		Before Visit			During Visit			After Visit			
		Plan	Schedule	Prep	Inspect	Inspect	Inspect	Report	Follow Up	Service Admin	
	Job to be done	Plan programme of inspections	Schedule inspections & Pre-visit Risk Assessment	Prep for visit & Pre-inspection procedures	Arrival procedures & Main Inspection	Post inspection procedures & Issue warnings/enforcements	Post inspection procedures	Complete Report & Issue warnings/enforcements	Follow enforcement procedures	Record expenses and effort	
	Tasks Performed	Check for upcoming due inspections medium term (a few weeks ahead)	Check K2 scheduler for imminently due inspections, select targets for following week	Await or locate FBO producer report	Drive to farm / producer	Step away briefly to complete DH2 nad any DH1 infringements. Return to discuss practical timecales with the farmer	In the car after the visit, record notes and complete as much of the DH1 infringements form as possible to get a head start on reporting while the information is fresh	Follow up admin may happen the same day (depending on the urgency of any infingements) or later in the same week but no more than 1 week later	Diarise a target date to revisit if required	Expenses: Mileage claimed in iHR Part time DHI's also record time spend on dairy inspection work (prep, conduct, report) in timesheets for their meat inspection team leader	
	Technology and systems used	Identify high and low risk sites - delegate low risk to a part time DHI (allocate in K2)	Check Emails and tracker documents from Dairy Hygiene Data team for any incoming triggers requiring action (e.g. RCDM tracker, TB lab work etc.)	Once assigned, K2 generates and emails an automatic 'producers report' to the assigned DHI	Navigation system: Sat nav or google maps	Verbal guidance to FBO on any remedial actions required. Explain, advise, instruct.	Record: completing the DH1 and associated notes using the DH10 as a reference sheet for infringement codes	Reporting starts with opening the digital copy of the DH2 in Annotto and correcting any transcription errors (spelling, handwriting, digipen resolution)	Await lab / sampling results by email attachment, update RCDM or TB tracker spreadsheets as appropriate		
	Pain Points	K2 Dairy Scheduler: Lists due date for FBO visits and their frequency cycle (6mth, 2yrs, 10 yrs) - frequency of 6mth is high risk.	Must check in several places for triggers, not just K2, and also open various documents and email attachments to assess if action in own area is required.	It takes 24hrs or overnight for K2 to generate and send the producers report, can hamper fast turnarounds. There is a report function in K2 to get it sooner but not all DHI's know about it.	Farms along unmarked lanes can be very hard to locate and postcodes not always useful in sat nav / google maps	Record: Summary of discussion and agreement on the DH2 comments section	Effort and double handling of notes: look up infringement shorthands in the DH10 crib sheet and manually copy them into the DH1	Correcting handwriting errors can be time consuming. At worst case the digipen resolution may be too poor to read so relying on memort to correct. Risk: Additional new detail could creep in from what the farmer was handed/signed.	Pass information to Red tractor scheme or local animal welfare officers as appropriate (usually known contacts direct)		
	Opportunities	Power BI: To check/visualise dairy region location and match sites to meat clusters (delegating work to part time DHIs)	A smart and visual 'one stop' scheduling tool with automated suggestions for grouping visits efficiently. As well as FBO's organised by both dairy regions and meat clusters	Sampling kit: chill freezer cool packs, complete ticket / label, sample pots, cool box	Arrive and locate the farmer in house or fields. Greet with sensitivity (usually the FBO's home)	Farmer to sign the DH2 using the digipen	Complete DH3 form away from farmers eyes - just one question completed, the health and safety score 1-5, 1=low, 5=high (threatening, obstructive or aggressive).	The inspector may need to append the original DH2 after leaving the farm, e.g. famer emails compliance evidence. This risks asymmetric data/ compromises a truthful record of the visit. No facility to record relevant subsequent comms or intelligence.	There is a large data black hole / gap where inspection work is being done by red tractor teams more frequently than FSA will visit the same FBO.		
		K2 Dairy Scheduler: Allocate sites to part time DHI - sends automatic email notification	Locate primary target farm in K2 by eyeballing postcodes in own area. Cross reference in Power BI to check its in own dairy area.	Producer information in K2 is sometimes out of date and more recent information is locked in emails and other tracking sources e.g. RCDM tracker	Change into clean boots, overalls and gather forms / inspection equipment	Pair the digipen with their phone by bluetooth, check for successful pairing & transfer of the DH2 data to the Annotto app.	Several forms to complete / pieces of paper: Additional fields (time & mileage) on the DH3 are unused / now redundant for full time inspectors or captured elsewhere (timesheets for part time DHIs & iHR)	Complete write up of the DH1 - infringement log form (upload from digipen once home)	External intelligence about the same FBO from other bodies or sampling results from first producers has to be manually entered into FSA resords and is kept in simple Excel trackers separate from the plant profiles		
		K2 Scheduler for Dairy lists FBO's by Meat Inspectorate clusters, not independent Dairy Regions. This structure is unhelpful for full time MHI's, but must still allocate work to part timers by cluster & postcode.	Check / scan K2 by postcodes for upcoming additional FBO's nearby/enroute for travel efficiency. (max 2-3 a day)	Create a single source of truth for FBO / Producer information (i.e. all sources feed in to one master view in real time)	Begin with confirming any material changes to the opperation (e.g. herd size). Ideally start in the dairy, followed by milking parlour, then animal sheds or fields, moving from 'clean to dirty', covering all steps 'from teat to tank'.	Transfer: The bluetooth digipen pairs with the inspectors phone and transfers data to the annotto app. The app uploads the data to the cloud. (If they don't have signal the app syncs to the cloud later when they do).	Meet sampling courier at pre-arranged location if used. Some DHI's will send the courier to the farm separately or will drive back to a locartion nearer their home wiht the sample and meet at a convenient junction.	As applicable, draft enforcement or guidance letter to FBO (all visits), copy & paste in guidance or legislation snippets from DH10 or MOC.	FBO related data and intellidence should be stored in one database / FBO record.		
		FBO type, past history and health and safety (security considerations) impact scheduling decisions (e.g. go in pairs / longer visits). Need to semi-review prep materials early to assess these but are stored in many different locations.	Considerations: How far apart are they? How much time will they take? Are they complex sites/safe to visit alone?	Print out producer report, gather forms and kit for following day	Record observations and findings as they go on the DH2 using the annotto digi pen. May also begin noting any infringements in the DH1. May take photos of items of concern.	The digipen on occasion fails to sync correctly with the phone & app. If this happens the DHI has to take the DH2 hardcopy away and post back to the farmer later	Clear protocols on how and when samples should be transferred, stored and where from appear lacking	DH1 - digipen upload, stored in Annoto, Moc reference doc, DH10 reference doc: guidance / legislation, MS Word Enforcement letter template from MOC or stored locally.			
		FBO's organised by both dairy regions and meat clusters (flexible filters and sort views) allowing both part and full time DHI's to view the data as they require (dairy region or meat cluster)	Use Power BI to locate the site by dairy region. Google maps to work out efficient routes for visits and head knowledge of postcodes to make quick associatons	Visit kit: Forms, DH1, DH2, (digi paper) DH3, DH10, Annoto digi pen, camera or phone, spare forms, temperature probe, PPE boots and clothing, sampling kit	Record: The annotto digipen, DH1 & DH2 digital paper forms, camera / phone camera app with timestamp	Annotto digipen may have recorded poorly in rain or drizzle (small dot guides on the digital paper become distorted by tiny droplets)	Continue to second or third visit, or go home accounting for time taken at first and how much write up there will be	User is compiling information across several forms, systems and sources.			
			Have to use 3 different systems to locate a single FBO - by poscode, cluster and dairy area.	If sampling planned (e.g. raw drinking milk or infringement follow up sampling): prepare sampling kit night before and contact courier to arrange pick up	No clear guidance on the appropriate role for photos (when, how many etc.) between inspectors	Inspector hands the DH2 original hardcopy to the farmer to keep and leaves. Most provide a business card or their contact details	A digitised / automated version of the DH10 (legistlation look up and auto-populate tool)	The DH10 reference doc is a field guide print out so may not always be up to date / reflect the current MOC			
			Building efficient schedules is manually worked out and relies on local knowledge of postcodes and distances (hard to hand over to others covering or part time)		Provide clear guidance on photo taking or integrate into the reporting capture tool if possible to develop in a usable format in the farm context e.g. using a companion tool such as a phone linked to same form as beign used on a tablet	FBO pain: It's unclear who the farmer should contact if they need to after the inspection e.g. with evidence of remedial action or paperwork (email FSA, personal details of inspector etc.)		A digitised / automated version of the DH10 (legislation look up and auto-populate tool)			
			An automated visit clustering suggestion tool based on sites due in the next 6-24mths.			A CRM or shared helpdesk to manage follow up contact or enquiries centrally		Update K2 plant profile with any changes to the business since last inspection / registration			
			FBO factors (type, history, security) impact decision so must delve into prep / background materials.					Part Time DHI's : Email letter to supervising DHI for technical check, correct any returned mistakes			
			Surface summary key indicators such as H&S score, infringement record to aid scheduling decisions ahead of needing to consult full prep documents					Email final letter to Dairy Data hygiende whoe will post it to the farmer			
			Assign target FBO to self to indicate intent to visit / block it from other part time DHI's picking it up					Store the letter on onedrive or teams. Print copy for own record.			
				Use K2 to locate target key details inc. key contact & assign to self				Inconsistent storage practices between DHI's surrounding storage of hardcopy DH1, DH3 and guidance / enforcement letter digital or print out.			
								Inconsistent / individual practices regaqrding version control at handover points with part time and DHD support team - several sources of truth/ copies in circulation			
			Place visit in outlook diary so Lead can see movements / check in afterwards								
			Once an FBO is assigned to a DHI it is locked for access by others: problematic if different DHI's need to conduct the work and cannot be contacted to unlock e.g. part time, while on sick leave, responding to incident								
			DHI's do not consistently log visits in their outlook calendars								
			A central live workload management tool with appropriate permissions by role to assign / transfer tasks.								