

## FACILITY DESCRIPTION

**The 2024 Premix and Ingredient Feed Facility of the Year application is due by April 12, 2024.**

**Important Note: Some company servers will prevent you from saving a partially completed form for access at a later date. Please remember to save your information to avoid data loss.**

**The application fee is \$250. If you would like to receive a summary of your plant's performance ranking compared to the average for all survey participants, please include ALL your contact information, including your complete mailing address and email address.**

**All applications must be submitted online by using this survey tool. It is usually helpful to first print the PDF version of the application, gather the data and fill it out completely, then key the information into the online application.**

### **PDF of Premix and Ingredient Feed Facility of the Application**

\* 1. Premix/Ingredient Feed Facility Name:

\* 2. Street/mailling address of Premix/Ingredient Feed Facility:

\* 3. City:

\* 4. State:

\* 5. Zip code:

\* 6. Facility manager name:

\* 7. Facility manager phone number:

8. Facility manager email address:

9. Who should receive your benchmarking report in addition to the plant manager?

Name:

Email:

10. Approximate annual tonnage manufactured:

11. Do you have a medicated feed license?

Yes

No

12. Is your facility registered and in compliance with the Bioterrorism Act (Section 415 of the FD&C Act)?

Yes

No

13. Shifts per day in production:

14. Year facility was constructed:

15. Check all species for which feed is produced:

Beef

Dairy

Poultry

Swine

Equine

Pet

Other (please specify)

When filling out the employee numbers section, include full-time, part-time and temporary employees. Count part-time employees who work less than 40 hours/week as an appropriate decimal point value (example: 20 hours/week = 0.5). Employees should only be counted in one of the following categories (production, maintenance, clerical, supervisory, truck driver). The combined total for questions 16-20 should equal the total number of employees at the facility.

16. Number of production employees:

17. Number of maintenance employees:

18. Number of clerical employees:

19. Number of supervisory employees:

20. Number of truck drivers:

## SAFETY

### **Helpful Resources for this Section:**

**EMC Safety Label Guidance Document**

**AFIA/Clarion Safety Label Program**

**Lockout Tagout Annual Periodic Inspections**

21. Do you have a written employee safety program?

Yes

No

22. Do you have a safety committee?

Yes

No

23. Number of employees on the safety committee:

No safety committee

3 or less

4 to 6

More than 6

24. Does your safety committee have planned member rotation?

Yes

No

25. Does your safety committee have both management and non-management employees represented?

Yes

No

26. Are meeting summaries created or minutes taken at your safety committee meetings?

Yes

No

27. Does the committee investigate, review, and document all employee accidents?

Yes

No

28. Are hazardous conditions and their resolution documented by the safety committee?

Yes

No

29. Have you developed a documented job hazard analysis for every position or job task?

Yes

No

30. Do you review all job hazard analysis annually and as part of all accident investigation?

Yes

No

31. Does your facility have a written emergency plan?

Yes

No

32. Have you had a documented emergency evacuation drill in 2023?

Yes

No

Date:

33. Do you have specific OSHA written programs and have you conducted annual training for the following? Check all that apply.

Hazard communications

Personal protective equipment

Confined space entry

Hot work

Lockout/tagout

Blood borne pathogens

Respiratory protection

Arc-flash - electrical safety

Fall protection

Lift trucks

Hearing conservation

Contractor safety

34. Do you have a written Pandemic Policy?

Yes

No

35. Do you have a written Heat Illness and Injury Policy?

Yes

No

36. Does your safety program include a documented self-inspection for OSHA compliance?

Yes

No

37. How many documented safety training meetings have you held in the 2023?

No meetings

1 meeting

2-6 meetings

7-12 meetings

More than 12 meetings

38. Do you require and verify that all employees attend safety training meetings?

Yes

No

39. Do you conduct documented annual safety training in the following areas in addition to those in question 33? (Check all that apply.)

- Plant safety rules
- Working in hot and/or cold weather conditions
- Safe lifting
- Chemical safety
- Emergency action
- Equipment safety (pinch points and guarding)
- Power tool safety
- Slips, trips and falls
- Working with compressed gasses
- Electrical safety
- Confined spaces
- Fire extinguishers
- Other (please specify)

40. What PPE do you require employees to use in the normal course of performing their jobs?

- Hard Hats
- Safety Shoes
- Hearing Protection
- Eye Protection
- Respiratory Protection
- Other (please specify)

41. Do you perform documented periodic annual inspections of your lockout/tagout procedures including a formal review and correction of any observed deviations on all machines or similarly grouped machines as described in 29 CFR 1910.147? (See Helpful Resources for this Section)

- Yes
- No

42. How many employees at the facility are certified in first aid and CPR?

- No employees
- 1 employee
- 2-5 employees
- More than 5 employees

43. What types of employee safety awards do you provide to employees? (Check all that apply)

- No safety award program (If you choose this answer, no other answer may be selected)
- Monetary awards
- Free meals
- Other gifts
- Certificates and/or plaques
- Other (please specify)

44. Do you have a program to identify, record and follow-up on near misses?

- Yes
- No

45. Do you use AFIA's Equipment Manufacturers Committee safety labels for equipment?  
(See Helpful Resources for this Section)

- Yes
- No

46. Have you completed a documented Dust Hazard Analysis (DHA) and verified your facility is in compliance with National Fire Protection Association (NFPA) 61 standards?

- DHA completed and in full compliance
- DHA completed and not in full compliance
- DHA not completed
- DHA not completed because compliance is not required



47. How many deaths did you report on your OSHA 300 reports?

2023	<input type="text"/>
2022	<input type="text"/>
2021	<input type="text"/>
2020	<input type="text"/>
2019	<input type="text"/>

48. How many injury or illness occurrences did you report on your OSHA 300 reports?

2023	<input type="text"/>
2022	<input type="text"/>
2021	<input type="text"/>
2020	<input type="text"/>
2019	<input type="text"/>

49. How many injury or illness occurrences with days away from work did you report on your OSHA 300 reports?

2023	<input type="text"/>
2022	<input type="text"/>
2021	<input type="text"/>
2020	<input type="text"/>
2019	<input type="text"/>

50. How many days away from work did you report on your OSHA 300 reports?

2023	<input type="text"/>
2022	<input type="text"/>
2021	<input type="text"/>
2020	<input type="text"/>
2019	<input type="text"/>

51. Do you electronically report your OSHA 300A data through the OSHA Injury Tracking Application (ITA)?

- Yes
- No

52. Do you currently have a worker's compensation case with with an employee or past employee?

Yes

No

## QUALITY CONTROL AND FOOD SAFETY

### **Helpful Resources for this Section**

**AFIA Biosecurity Guidance Document**

**AFIA Safe Feed/Safe Food Programs**

**FSMA Final Rule for Preventive Controls for Animal Food**

**AFIA Training Resources**

**FSPCA Preventive Controls for Animal Food**

**FSMA Sanitary Transportation Regulations**

53. Do you have a written quality and food safety program?

Yes

No

54. Does your program include a documented self-inspection for FDA compliance?

Yes

No

55. Do you have a quality and food safety committee?

Yes

No

56. How often does your quality and food safety committee meet?

Weekly or more

Monthly

Quarterly

Annually

Do not have a quality and food safety committee

57. Do you keep minutes for your quality and food safety committee meetings?

Yes

No

Do not have a quality and food safety committee

58. Do you have a written FSMA Part 507 animal food safety plan? (See Helpful Resources for this Section)

Yes

No

59. Did you include any of the following options in your food safety plan? (Check all that apply)

- Flow diagram
- Plant description
- Ingredient list
- Food safety team
- Other (please specify)

60. Do you have a written biosecurity program? (See Helpful Resources for this Section)

- Yes
- No

61. Do you have a written animal food defense program?

- Yes
- No

62. Do you have a written recall program?

- Yes
- No

63. Do you have and onsite recall coordinator?

- No
- Yes, Who?

64. What types of documented mock recalls have you completed in 2023? (Check all that apply)

- No mock recalls completed (If you chose this answer, no other answer can be selected)
- Finished products
- Ingredients shipped to other manufacturing facilities
- Packaging materials
- Date of last mock recall

65. Do you have personnel at the facility dedicated to your quality or food safety program?

- Dedicated full-time
- Dedicated part-time
- Consultant or commercial contractor
- Do not have a dedicated quality control coordinator

66. Do you have a third-party certified food/feed safety program? Check all certifications maintained.

- No certification maintained (If you chose this answer, no other answer may be selected)
- HACCP - Hazard Analysis and Critical Control Points
- FSC36 - Safe Feed/Safe Food (See Helpful Resources for this Section)
- FSC34 - Manufacture of Animal Feeds (See Helpful Resources for this Section)
- FSC32 - Manufacture of Pet Food (See Helpful Resources for this Section)
- International Safe Feed/Safe Food (FAMI-QS)
- GMP+ Feed Safety Certification
- BRC Global Standard for Food Safety
- FSSC 22000 - Food Safety Management System
- PAS 222 - Prerequisite Programs for Food Safety in the Manufacture of Food and Feed for Animals
- Other (please specify)

67. Who reviews complaints, quality errors and deficiencies at your facility? (Check all that apply.)

- Do not review (If you chose this answer, no other answer may be selected)
- Plant management
- Divisional or corporate management above plant
- Dedicated quality and food safety personnel
- Quality and food safety committee

68. Does your quality and food safety program include sampling, retaining and testing for both ingredients and finished feed?

- Yes to both
- Yes to ingredients only
- Yes to finished feed only
- No to both

69. How long do you retain ingredient samples?

- Do not retain ingredient samples
- 30 days or less
- 31-60 days
- 61-90 days
- 91-120 days
- More than 120 days

70. How long do you retain finished feed samples?

- Do not retain finished feed samples
- 30 days or less
- 31-60 days
- 61-90 days
- 91-120 days
- more than 120 days

71. How often do you analytically test your highest volume ingredients?

- Never
- Weekly or more
- Monthly
- Quarterly
- Annually

72. How often do you analytically test your highest volume finished feeds?

- Never
- Weekly or more
- Monthly
- Quarterly
- Annually

73. What quality/food safety checks do you perform on incoming ingredients? (Check all that apply.)

- Visual Examination
- Density or Test Weight
- Contaminants
- Moisture
- NIR or nutrient analysis
- Mycotoxin Testing
- Heavy Metals
- Plating
- Other (please specify)

74. What quality/food safety checks do you perform on finished feed? (Check all that apply.)

- Visual Examination
- Density or Test Weight
- Contaminants
- Moisture
- NIR or nutrient analysis
- Mycotoxin Testing
- Heavy Metals
- Plating
- Other (please specify)

75. Does your facility have a documented formal supplier approval program? If so, check all items that are part of your program.

- Do not have a formal supplier approval program (If this answer is chosen, no other answer may be selected)
- Supplier questionnaire
- On-site audits
- Third-party certifications of suppliers
- Test results from suppliers on a regular basis
- Certifications of analysis on some loads
- Review of food safety program
- Other (please specify)

76. What criteria does your quality program allow for rejection of ingredients? (Check all that apply.)

- Rarely rejects ingredients (If this answer is chosen, no other answer may be selected)
- Does not meet agreed upon ingredient specifications
- Insufficient or improper documentation
- Broken seals upon arrival
- Contamination or adulteration
- Biosecurity issues
- Other (please specify)

77. Is prior cargo on each incoming truck and railcar identified and documented prior to unloading at your facility?

- Yes
- No

78. How are RUPP (restricted use protein products) handled at your facility?

- No products manufactured at facility for ruminants
- Segregated upon receipt
- RUPP banned from facility

79. Do you regularly test to verify that your flushing and sequencing procedures designed to address unsafe residue carryover are effective?

- Yes
- No

80. How often do you calibrate your liquid meters?

- Do not have liquid meters
- Monthly or more
- Quarterly
- Semi-annually
- Annually or less often



81. How often do you perform a documented full check of all your scales?

- Do not have scales
- Monthly or more
- Quarterly
- Semi-annually
- Annually or less often

82. How do you check and calibrate your scales and liquid meters?

- Do not check or calibrate
- Self
- Outside service
- Combination of self and outside service

83. How often do your operators verify their scales by hanging a known weight?

- Operators do not verify
- Daily
- Weekly
- Monthly
- Quarterly or more

84. Do you verify weights of bulk ingredients delivered by truck?

- Yes
- No
- Do not have bulk truck receiving

85. Do you verify weights of bulk ingredients delivered by rail cars?

- Yes
- No
- Do not have bulk rail receiving

86. Do you verify weights by spot checking bagged ingredients?

- Yes
- No
- Do not have bagged ingredients

87. Do you have toll milling agreements documented and signed for all toll milling arrangements?

- Yes
- No
- Do not perform any toll milling

88. What was the result of your last mixer's coefficient of variation test in the past 12 months?

- Have not tested mixer in the last 12 months
- Above 10%
- 10.0% - 7.5%
- 7.4% - 5.1%
- 5.0% or below

89. Have you named a preventive controls qualified individual (PCQI) for your facility as required per requirements of 21 CFR Part 507 (FSMA)? (See Helpful Resources for this Section)

- Yes
- No

90. Has your PCQI attended a training course sponsored by the Food Safety Preventive Control Alliance (FSPCA) and received a training certificate? (See Helpful Resources for this Section)

- Yes
- No
- Facility does not have a PCQI

91. How many trained/qualified PCQI's do you have at your facility?

- None
- One
- Two
- Three
- Four or more

92. Have you completed and documented qualified individual training for employees per requirements of 21 CFR Part 507 (FSMA)? (See Helpful Resources for this Section)

- Yes - all employees
- Yes - most employees
- No

93. Do you have 1) written procedures to ensure that equipment and vehicles used to transport animal food are in appropriate sanitary condition, 2) written procedures documenting measures taken during transportation to ensure the safety of the animal food and 3) documentation of the training of carrier personnel in sanitary transportation practices as required by the FSMA Sanitary Transportation Regulations? (See Helpful Resources for this Section)

- Yes (to all three items)
- No (to one or more items)

## GOVERNMENT COMPLIANCE

### **Helpful Resources for this Section**

#### **FSMA Final Rule for Preventive Controls for Animal Food**

#### **Prepared Feeds Manufacturing: National Emission Standards for Hazardous Air Pollutants (NESHAP)**

94. Have you had a FDA comprehensive inspection in the past calendar year (2023)?

- No inspection
- Yes - clean inspection
- Yes - received a Form 483 with a No Action Indicated
- Yes - received a Form 483 with a Voluntary Action Indicated
- Yes - received a Form 483 with an Official Action Indicated

95. If you had a FDA comprehensive inspection in the past calendar year (2023)?

- No inspection
- FSMA Part 507 CGMPs
- FSMA Part 507 Preventive Controls/Hazard Analysis
- FSMA Sanitary Transportation
- FSMA Foreign Supplier Verification Program
- Medicated Feed
- BSE
- Veterinary Feed Directive
- Other (please specify)

96. Have you received a warning letter from FDA in the past 2 calendar years (2022 or 2023)?

- Yes
- No

97. Do you have a written BSE policy for preventing mammalian protein carryover, including verification of ingredients delivered on previous loads?

- Yes
- No

98. Have you had an OSHA inspection in the past calendar year (2023)?

- No inspection
- Yes - clean inspection
- Yes - received a citation

99. Have you had an inspection by EPA in the past calendar year (2023)?

- No inspection
- Yes - clean inspection
- Yes - received a citation

100. Do you have a storm water pollution prevention program (SWPPP)?

- Yes
- No

101. Do you have an SPCC plan certified by a professional engineer at your facility?

- Yes
- No

102. Is your bulk receiving area enclosed with procedures in place to meet National Emissions Standards for Hazardous Air Pollutants (NESHAP) requirements? (See Helpful Resources for this Section)

- Yes
- No

103. Is your bulk loadout area enclosed with procedures in place to meet NESHAP requirements? See Helpful Resources for this Section)

- Yes
- No
- No bulk loadout

## HOUSEKEEPING AND FACILITY APPEARANCE

### **Helpful Resources for this Section**

#### **OSHA Grain Handling Standard**

104. Do you have a written housekeeping plan that is compliant with the OSHA grain handling standard? (See Helpful Resources for this Section)

- Yes
- No

105. Does your housekeeping program include regularly scheduled clean-up and maintenance of the facility's exterior and grounds?

- Yes
- No

106. Does your housekeeping program include formal documented self-inspections?

- Yes
- No

107. How often do you perform a formal documented housekeeping inspection?

- No formal documented inspections performed
- Unscheduled, as needed
- Quarterly or longer
- Monthly
- Weekly
- Daily

108. How often do you perform an informal housekeeping inspection by plant supervision?

- No informal inspections performed
- Unscheduled, as needed
- Quarterly or longer
- Monthly
- Weekly
- Daily

109. Do you have documented follow-up procedures to your housekeeping inspections?

- Yes
- No

110. Are both management and facility employees performing housekeeping inspections?

Yes

No

111. Do you have personnel at the facility dedicated to housekeeping? (Check all that apply)

Dedicated full-time

Dedicated part-time

Contracted cleaning services

Housekeeping activities performed by plant employees

## PRODUCTIVITY AND EFFICIENCY

### **Helpful Resources for this Section**

#### **AFIA Energy Management Guidance Document**

112. Do you track and document your actual manufacturing costs?

No

Yes (Enter cost per ton for 2023)

113. Do you set annual manufacturing cost objectives?

Yes

No

114. Do you breakout and track your different production process costs? (Example: Receiving, batching, loadout, etc.)

Yes

No

115. Do you have documented work performance standards?

Yes

No

116. Do you track labor hours/costs separate from other manufacturing costs?

Yes

No

117. What were your total man hours in the following areas for the past three calendar years?

Include temp workers and working supervisors.

Maintenance 2023:

Maintenance 2022:

Maintenance 2021:

Production 2023:

Production 2022:

Production 2021:



118. Do you track shrink for finished feed and ingredients?

Yes

No

119. What was your actual tons of shrink or gain for the past three calendar years? Express shrink as a negative number and gain as a positive number and include both identifiable and non-identifiable gains and losses.

2023:

2022:

2021:

120. Do you have an energy management program? (See Helpful Resources for this Section)

Yes

No

121. Do you monitor and control electric load and demand?

Yes

No

122. Have you conducted an energy audit in the past 24 months?

Yes

No

123. Who conducted the energy audit?

Self

Outside firm

Did not conduct an audit

124. Do you take a physical inventory of your ingredients and finished feed at least once per quarter?

Yes

No

125. What was your average ingredient inventory in tons for each quarter in 2023?

Q1:

Q2:

Q3:

Q4:

126. What was your average finished feed inventory in tons for each quarter in 2023?

Q1:

Q2:

Q3:

Q4:

127. Do you have a written or automated preventive maintenance program?

Yes

No

128. Do you keep documented history and/or maintenance logs on equipment?

Yes

No

129. Do you have a written or automated predictive maintenance program?

Yes

No

130. Do you track and document production downtime related to maintenance issues?

Yes

No

131. What approximate percentage of your production is packaged?

No packaged

Less than 10%

10-25%

26-50%

51-79%

80-100%

132. What size batches are you capable of producing (Check all that apply)

- 100 pounds or less
- 101 - 1,000 pounds
- 1,001 - 2,000 pounds
- 2,001 - 4,000 pounds
- 4,001 - 6,000 pounds
- More than 6,000 pounds

133. How do you currently handle your feed deliveries? Use the following definitions to choose an answer that best fits your facility.

- **Company-owned Fleet** - Your company owns all delivery equipment and employs all drivers.
- **Dedicated Contract Fleet** - An outside trucking company owns all delivery equipment and employs all drivers. Delivery equipment and drivers are dedicated to your company. A signed agreement is in place that establishes delivery procedures and driver training requirements.
- **Customer Pickup** - An outside trucking company with no formal agreement in place or customer owned trucks and employed drivers.

- 100% delivered by company-owned fleet
- Combination of company-owned fleet and dedicated contract fleet
- 100% delivery by dedicated contract fleet
- Combination of company-owned fleet, contract fleet and customer pickup
- Combination of company owned fleet and customer pickup
- Combination of contract fleet and customer pickup
- 100% delivered by customer pickup

134. What areas of your mill are fully automated, including routing? (Check all that apply.)

- Receiving
- Grain processing
- Batching
- Hand added ingredients
- Pelletting
- Packaging
- Bulk load
- Warehouse and shipping

135. What was the actual manufactured tons in each of the the past three calendar years?

2023:

2022:

2021:

136. What was the approximate dollars of facility capital expenditures over the last three calendar years

2023:

2022:

2021:

## SUSTAINABILITY

### **Helpful Resources for this Section**

#### **Producing Animal Food Sustainably**

137. Do you have a written sustainability program with goals? (See Helpful Resources for this Section)

- Yes
- No

138. Do you have a written recycle/landfill reduction program?

- Yes
- No

139. What approximate percentage of your ingredient usage is human food by-products?

- No human food by-products
- 10% or less
- 11-25%
- 26-50%
- 51-75%
- More than 75%

140. Have you begun to have conversations with your suppliers to discuss your sustainability needs and expectations?

- Yes
- No

141. Have you begun to have conversations with your customers to determine their sustainability needs and expectations?

- Yes
- No

142. Life Cycle Analysis (LCA) is a method used to evaluate the environmental impact of a product through its life cycle encompassing extraction and processing of raw materials, manufacturing, distribution, use recycling, and final disposal. Are you gathering LCA or other sourcing information on one or more of the products you utilize in your facility to share with your customers?

- Yes
- No

143. Do you track energy usage on a BTU/Ton basis?

Yes

No

144. What was your energy usage in the following categories for the past three calendar years used in your production process? Include fuel for vehicles used in production such as rail car moving equipment, lift trucks, yard tractors, etc. Please enter the data in the appropriate units indicated in the parentheses.

Electric (KWH) 2023:

Electric (KWH) 2022:

Electric (KWH) 2021:

Natural gas (cuft)  
2023:

Natural gas (cuft)  
2022:

Natural gas (cuft)  
2021:

LP gas (gal) 2023:

LP gas (gal) 2022:

LP gas (gal) 2021:

#2 Fuel oil (gal) 2023:

#2 Fuel oil (gal) 2022:

#2 Fuel oil (gal) 2021:

## EMPLOYEE DEVELOPMENT

### **Helpful Resources for this Section**

**AFIA/KSU 500**

**AFIA/KSU 500 On-demand**

145. Do you have written job descriptions for all jobs?

Yes

No

146. Do you have a documented new employee orientation program?

Yes

No

147. Do you conduct scheduled documented job performance reviews for all employees at least annually?

Yes

No

148. Do you have regularly scheduled management/employee communications sessions?

Yes

No

149. Do you have a written or online employee benefits manual and employee handbook?

Yes

No

150. Do you have an employee uniform program?

Yes

No

151. Do you have an employee tuition reimbursement program?

Yes

No

152. Do employees have access to Employee Assistance Programs (EAP) such as counseling, etc?

Yes

No

153. Do you have annual formal documented job training sessions for all jobs?

- Yes
- No

154. What percentage of your total workforce is cross-trained to be able to perform at least two different jobs?

- None
- 1-25%
- 26-50%
- 51-75%
- 76-100%

155. What percentage of your total workforce is cross-trained to be able to perform at least three or more different jobs?

- None
- 1-25%
- 26-50%
- 51-75%
- 76-100%

156. Do you utilize outside training programs for production and maintenance employees to improve their job knowledge (company, web-based, third-party)?

- Yes
- No

157. How many employees at your facility have participated in the AFIA/KSU-500: Fundamentals of Feed Manufacturing distance learning course? (See Helpful Resources for this Section)

- None
- 1
- 2
- 3
- 4 or more



158. How many employees at your facility have completed the AFIA/KSU-500A on-demand course: Overview of U.S. Feed Industry and History? (See Helpful Resources for this Section)

- None
- 1-2
- 3-5
- 6-10
- 11 or more

159. How many employees at your facility have completed at least one other AFIA/KSU-500 on-demand course: 500B, 500C, 500D, 500E, 500F, 500G? (See Helpful Resources for this Section)

- None
- 1-2
- 3-5
- 6-10
- 11 or more

160. Do you provide lunchroom facilities for your employees?

- Yes
- No

161. Do you provide locker rooms for employees?

- Yes
- No

162. Do you provide showers for employees?

- Yes
- No

163. What is the average length of employment for non-supervisor employees?

- 1-3 years
- 4-6 years
- 7-10 years
- 11-15 years
- 16-20 years
- More than 20 years

164. What is the average length of employment for supervisor employees?

- 1-3 years
- 4-6 years
- 7-10 years
- 11-15 years
- 16-20 years
- More than 20 years

165. How many unexcused absences did you have in the past calendar year?

- Zero
- 1-10 days
- 11-20 days
- 21-30 days
- More than 30 days

166. How many employees have been terminated or have voluntarily left the facility in the past three calendar years? (Excluding retirements)

2023:	<input type="text"/>
2022:	<input type="text"/>
2021:	<input type="text"/>

## COMMUNITY AND CUSTOMER RELATIONS

167. Does local production management make visits to customers and solicit their feedback?

Yes

No

168. Are you members of any trade associations (other than AFIA) or civic groups?

Yes

No

169. Are you a member of your local Chamber of Commerce?

Yes

No

170. What types of organizations in your community are you involved in? (Check all that apply)

Local 4-H

Local FFA

Local school programs

Food pantry or community relief

Other (please specify)

171. Do you have a written procedure for handling service and quality complaints?

Yes

No

172. Do you track and record your customer service and quality defects?

Yes

No

173. Do you have an off hours customer service or complaint plan or procedure?

Yes

No

174. How many customer service or quality complaints have you recorded in the past three calendar years?

2023:

2022:

2021: