

## NDA conducts Refresher Course on Quality Assurance



A refresher course on Quality Assurance was conducted last July 20-22, 2010 as part of the retooling program of NDA personnel. Project Development Officers, veterinarians, and field personnel from North and South Luzon, Visayas and Mindanao took part in the training to enhance their capabilities and equipped them with the necessary skills to be able to assist our dairy farmers to compete in a rapidly expanding milk market.

As we move on to competing globally, there is always a need to ensure the high quality milk that meets international standards. Ensuring high quality milk starts not only at the milk plant, but starts from the animals, the farms and the people handling it. Each component plays a part in the value chain process. If we are to produce high quality products, we need to meet established acceptable standards and adhere to certain procedures to assure clients that we are doing our best to deliver quality service.

Administrator Grace J. Cenas challenged the participants to be "Change Agents", to have enough confidence and be technically credible to effectively teach the farmers the ways to produce high quality products.

Operations Manager Sulpicio C. Bayawa, Jr. mentioned that the course is just the beginning of a series of many capability building activities that have been programmed to be given to field personnel this year. These continuing activities are geared towards the improvement of the skills and knowledge of NDA personnel to keep them abreast with the recent global market developments.

At the end of the 3-day refresher course, Deputy Administrator Naomi K. Torreta challenged the group to use their skills to effectively provide the dairy farmers with the necessary information and interventions to assure high quality standards in dairy production practices - the bottomline being the production of high quality products.

Maritess Rozul, OIC - Division Chief of the Planning Management and Services Division, reiterated to the group that we in government should stand for what government service is all about. That the said training should give confidence to NDA personnel to assume the role as the "authority" when it comes to dairy technology. Our client farmers should be adopting recommendations of NDA people and not from other sources when it comes to dairy technology. In fact we can claim monopoly on knowledge when it comes to dairy technology. The training should help us push for clean, safe and good quality milk that our farmers produce. We at NDA, as promoters of these milk and milk products, should have the confidence on the products we are promoting because they are of high quality, clean and safe to consume.

### **Ching M. Lumanta**

PDO IV/ Info Group - CO