

National Electronic Administration System

User Manual for Producers

Dairy Farmers of Canada

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Table of Contents

1	Introduction.....	1
1.1	References	1
2	Getting Started with the NEAS.....	2
2.1	Selecting the Working Language	3
2.2	Getting an Account.....	4
2.3	Logging In to the NEAS.....	6
2.4	If You Have Forgotten Your Password	7
2.5	If Your Account is Locked	7
2.6	About the Producer Dashboard.....	8
2.7	Returning to the Dashboard.....	8
2.8	Managing Your NEAS Account.....	9
2.8.1	Editing Your Profile.....	9
2.8.2	Changing Your Password.....	9
2.9	Logging Out of the NEAS.....	10
3	CQM Application and Standard Operating Procedures.....	11
3.1	Applying to the CQM Program	11
3.2	Viewing Your CQM Application	12
3.3	Creating a New Standard Operating Procedure.....	13
3.3.1	Creating an SOP Using a Blank SOP or Your Existing SOP.....	16
3.3.2	Creating an SOP Using a Milking Type Template.....	18
3.4	Continuing an In-Progress SOP.....	21
3.5	Viewing an In Progress or Official SOP	22
4	Validations	23
4.1	Viewing a Summary of Validations	24
5	Self-Declarations	25
5.1	Completing a Self-Declaration	25
6	Letters	28
7	CQM Contacts	29
8	CQM Forms and Documents	30
8.1	Accessing CQM Documents and Forms	30

8.2 Using the CQM Report Viewer.....31

8.3 Saving Microsoft Office Documents.....33

9 For More Information.....35

10 Glossary37

List of Tables

Table 1: Options for Creating a New SOP.....	15
Table 2 CQM Report Viewer Tools.....	32
Table 3: For More Information	36

Revision History

Version	Date	Revisions
1.0	Feb. 27, 2012	Original formal issue of document.
2.0	May 15, 2013	<ul style="list-style-type: none"> • Updated version number to 2.0 and issue date to May 15, 2013 • Updated graphics as needed throughout the document. • Updated notes about documents appearing in pop-up windows throughout the document. • Section 2.3: Added note about “Remember my User ID” option on login screen. • Section 2.5: Updated number of login attempts until an account is locked from 5 to 10. • Section 3.3: Added note that existing SOP option is only presented if an SOP exists. • Section 3.3.1: Reordered steps in procedure. • Section 3.3.2: Added new graphics; removed note about Instructions link for help on SOP; reordered steps in procedure. • Section 5.1: Added new graphics. • Section 8: Changed “CQM Documents and Forms” to “CQM Forms and Documents” to match dashboard. • Section 8.1: Changed reference to PDA dashboard to Producer dashboard; reworded to refer to CQM Report Viewer. • Section 8.2: Replaced with new section describing how to print and save documents from the CQM Report Viewer. • Section 9: Removed references to FAQ, Links, and Help buttons.

1 Introduction

The National Electronic Administration System (NEAS) is an online task-management and document-management system designed to help streamline the administrative tasks of the Canadian Quality Milk (CQM) program. The NEAS provides an electronic environment that eliminates much of the need to file and transfer paperwork in the CQM program.

This manual provides step-by-step instructions for using the NEAS to execute the tasks required of you in the CQM program.

1.1 References

The following document provides supplementary material and should be reviewed in conjunction with this user manual.

1. Dairy Farmers of Canada, Canadian Quality Milk On-Farm Food Safety Program Registration System Manual and Procedures, Version 3.2 (January 2011)

2 Getting Started with the NEAS

The topics in this chapter will help you get an account with the NEAS and log in to the web interface.

To access the NEAS, go to the NEAS website. You can do this in either of two ways:

- Clicking this link: www.canadianqualitymilk.org to go directly to the website.
- Opening an Internet browser (e.g., Internet Explorer, Safari, Firefox) and typing the URL for the NEAS website (www.canadianqualitymilk.org) into the address box at the top of the browser window.

When the website loads, you will see the NEAS login screen:

CANADIAN QUALITY MILK PROGRAM
PROGRAMME LAIT CANADIEN DE QUALITÉ

Who We Are Français

[Login](#)

> Please enter your User ID and Password

User ID:

Password:

Remember my User ID

[Forgot Your Password?](#) [Need an Account?](#)

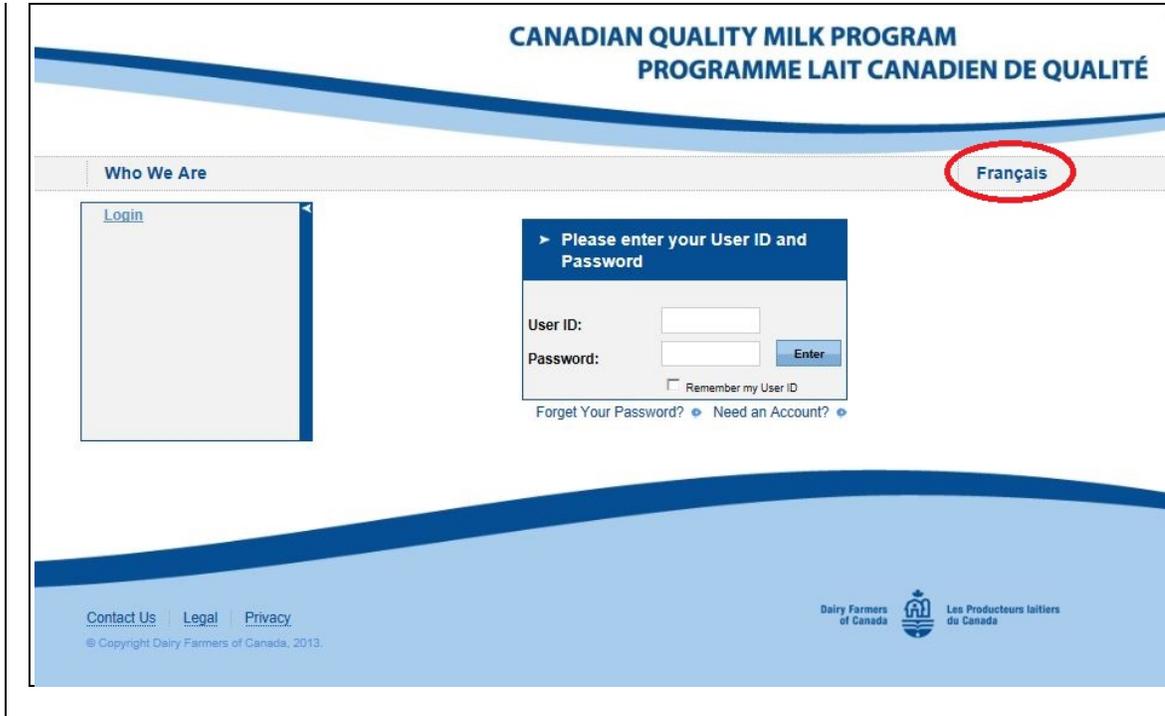
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2.1 Selecting the Working Language

When you are working with the NEAS, you can choose to work in English or in French. At the top right corner of each screen in the web interface is a button you can use to switch the language:



1. If you are working in English, click the **Français** button to switch to French.
2. If you are working in French, click the **Anglais** button to switch to English.

2.2 Getting an Account

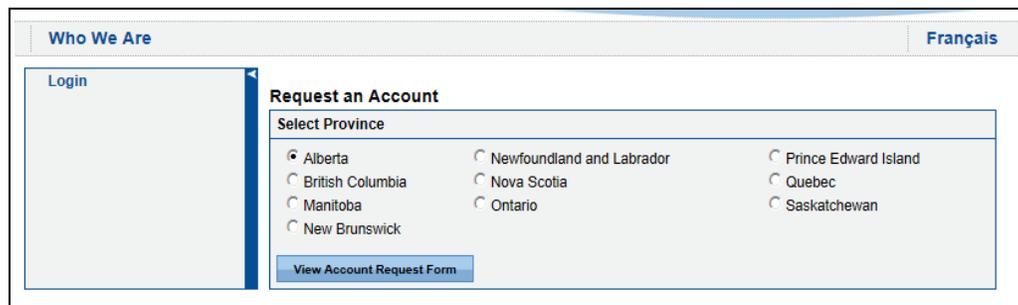
If you are new user of the NEAS and you have not already been given an account user ID and password, you must register for an account before you can begin using the website.

1. To register as a new user, click **Need an Account?** on the login screen.



The screenshot shows a login form with a blue header that reads "Please enter your User ID and Password". Below the header are two input fields: "User ID:" and "Password:". To the right of the "Password:" field is a blue "Enter" button. Below the input fields is a checkbox labeled "Remember my User ID". At the bottom of the form, there are two links: "Forget Your Password" and "Need an Account?". The "Need an Account?" link is circled in red.

2. In the Request an Account screen, click the radio button next to your province and click **View Account Request Form**.



The screenshot shows the "Request an Account" screen. At the top, there is a navigation bar with "Who We Are" and "Français". Below the navigation bar is a "Login" link. The main content area is titled "Request an Account" and contains a "Select Province" section. This section has nine radio buttons arranged in three columns: Alberta (selected), British Columbia, New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, Prince Edward Island, Quebec, and Saskatchewan. Below the radio buttons is a blue "View Account Request Form" button.

3. Enter your information in the Account Details and Farm Mailing Address sections of the form.

Note: Enter phone, cell phone, and fax numbers with no spaces, hyphens, or other punctuation.

Who We Are Français

Login

Request an Account

Select Province

Alberta Newfoundland and Labrador Prince Edward Island
 British Columbia Nova Scotia Quebec
 Manitoba Ontario Saskatchewan
 New Brunswick

[View Account Request Form](#)

Account Details

Farm Legal Name:

Main Contact:

Provincial Board :

Provincial Licence :

Language :

Telephone Number:

Location: Ext.

Location: Ext.

Location: Ext.

Cell Number:

Fax Number:

Email Address:

Farm Mailing Address

Postal / Street Address:

City / Region:

Please select your province of operation: Postal Code:

Description of Farm Location:

Security

Enter the code shown:

GVK EJ

[Request New Code](#)

[Request an Account](#)

4. In the Security section at the bottom of the form, type the code shown to the right of the **Enter the code shown** field. If you cannot read the code, click **Request New Code** to get a new one.
5. Click **Request an Account**. If you have forgotten any information, you will receive an error message. Fill in the required fields and click **Request an Account** again.

The system will confirm that your account has been created.

2.3 Logging In to the NEAS

You must log in to the NEAS before you can begin working.

1. In the NEAS login screen, type your user ID and password in the corresponding boxes. If you have forgotten your password, see Section 2.4 for help.

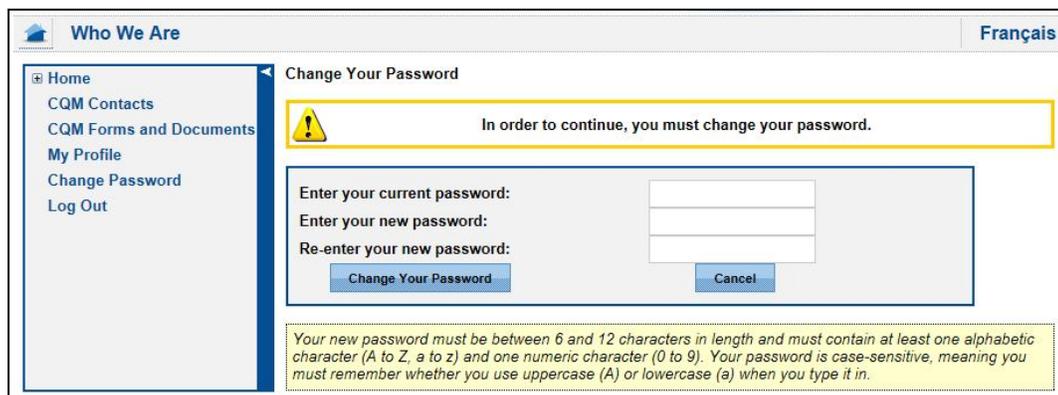


2. Click **Enter** or press the Enter key on your keyboard.

Note: If you check the **Remember my User ID** checkbox, the NEAS will automatically fill in your user ID for you the next time you log in to the system from this computer. Click the checkbox again to clear it.

Note: If you have made a mistake in either the user ID or password, you will see an error message asking you to try again. Reenter your user ID and password correctly. Ensure that you have not accidentally pressed the Caps Lock key on your keyboard.

3. If this is the first time you have logged into the NEAS, or if you have requested your password be reset, you will be prompted to change your password.



4. Enter your current password and new password into the corresponding fields and click **Change Your Password**.

Note: Passwords must be 6-12 characters long and contain at least one numeric character. If you choose a password that does not meet these requirements, you will be prompted to re-enter a new password.

5. If your password is valid, the system will confirm that your password has been changed. Click **Continue** to proceed to the Producer dashboard. See Section 2.6 for information about the Producer dashboard.

2.4 If You Have Forgotten Your Password

If you have forgotten your password, you can request a new one.

1. Click **Forget Your Password?** on the login screen.

A screenshot of a login interface. At the top, a blue header bar contains the text 'Please enter your User ID and Password'. Below this, there are two input fields: 'User ID:' and 'Password:'. To the right of the 'Password:' field is a blue button labeled 'Enter'. Below the input fields is a checkbox labeled 'Remember my User ID'. At the bottom of the form, there are two links: 'Forget Your Password?' and 'Need an Account?'. The 'Forget Your Password?' link is circled in red.

2. On the Password Reset screen, enter your user ID in the **User ID** field.
3. In the next field, type the code shown to the right of the **Enter the code shown** field. If you cannot read the code, click **Request New Code** to get a different one.
4. Click **Submit**. You will be contacted shortly with instructions for selecting a new password.

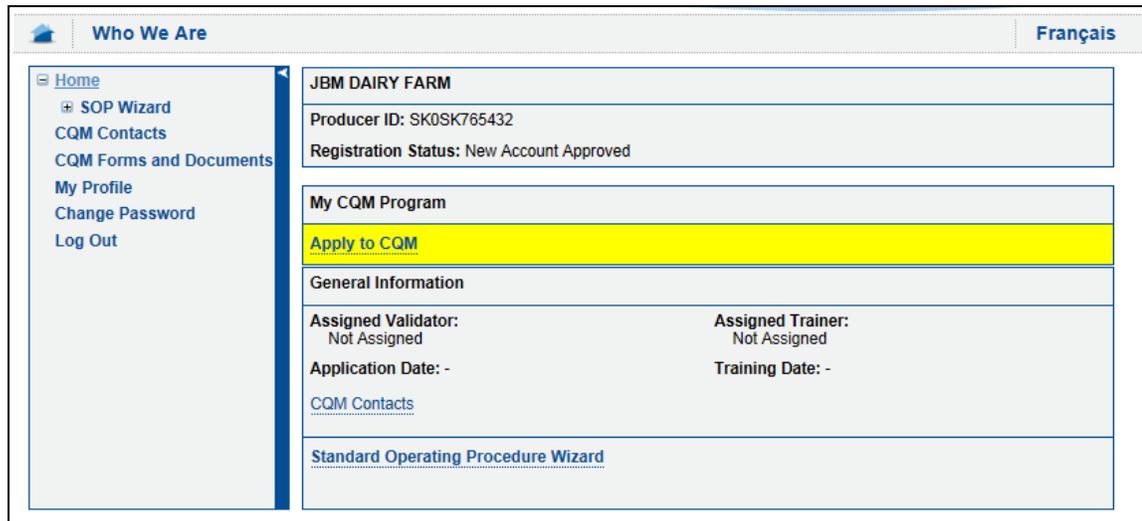
2.5 If Your Account is Locked

If you make an error in your password, you will see a warning message asking you to try again.

If you make errors repeatedly (more than 10 times in a single log-in attempt), your account will be locked. Contact your provincial CQM co-ordinator for help unlocking your account.

2.6 About the Producer Dashboard

When you log in to the NEAS, you will see the dashboard for Producers.



This screen contains four main areas:

- **Farm Details Area:** Provides a summary of your producer ID, registration status, and CQM number.
- **My CQM Program Area:** Provides a summary of validation milestones and different tasks you may need to complete.
- **General Information Area:** Provides contact information for the validator and trainer assigned to you, and provides links to your CQM application, Standard Operating Procedures, and other CQM-related documentation.
- **Account and Task Management Panel:** The panel on the left-hand side of the dashboard provides tools for accessing CQM contact information and the Document Library, managing your profile and password, and logging out of the NEAS.

Some of the links in the Account and Task Management panel can be expanded to show a list of related tools. Click the **+** next to the link to expand the list of related tools; click **-** to hide the list again.

The following chapters give step-by-step instructions for working with the NEAS.

2.7 Returning to the Dashboard

From any screen in the NEAS, you can click **Home** in the Account and Task Management Panel to return to the dashboard for Producers.

2.8 Managing Your NEAS Account

2.8.1 Editing Your Profile

1. In the Account and Task Management panel, click **My Profile** to display the My Profile screen.

The screenshot shows the 'Who We Are' section of the NEAS account management interface. The 'My Profile' tab is selected, displaying a form with the following fields and values:

Farm Name:	FERME ALFRED J. LATU	Other Contact:	
Main Contact:	Steven A. Latulipe	Phone:	4502640101
Email:	info@fermes.com	Location:	Ext.
Street:	7045 Ridge Rd.	Location:	Ext.
City:	Ste Agnes De Dundee	Location:	Ext.
Province:	Quebec	Cell:	4506015596
Postal Code:	J0S1L0	Fax:	4502649292
Language:	EN		

Buttons for 'Save' and 'Cancel' are located at the bottom right of the form.

2. Edit your profile details as required and click **Save**.

2.8.2 Changing Your Password

1. In the Account and Task Management panel, click **Change Password** to display the Change Password screen.

The screenshot shows the 'Who We Are' section of the NEAS account management interface. The 'Change Password' tab is selected, displaying a form with the following fields:

Old Password	
New Password	
Confirm New Password	

An 'Update' button is located at the bottom right of the form.

2. Enter your old (current) password in the **Old Password** field, then enter your new password in both the **New Password** and **Confirm New Password** fields.

Note: Passwords must be 6-12 characters long and contain at least one numeric character. If you choose a password that does not meet these requirements, you will see a message saying the system was unable to update your password. Choose a different password and try again.

3. Click **Update**.

2.9 Logging Out of the NEAS

When you are finished working, click **Log Out** in the Account and Task Management panel to log out of the NEAS.

Note: If you leave your account idle for an extended period of time, you will be automatically logged out of the NEAS. If this occurs, simply log back in to resume working.

3 CQM Application and Standard Operating Procedures

3.1 Applying to the CQM Program

If you are in a province that has optional participation in the CQM program, and if you have not yet submitted an application to the CQM program, you will see a reminder to do so when you first log in to the NEAS.

Note: If you are in a province that has mandatory implementation of the CQM program, producers are not required to submit an application for the program. In this case, you will not see a reminder to complete this process on your dashboard.

1. On the Producer dashboard in the My CQM Program area, click **Apply to CQM**. This will display a Registration Application Form partially filled out with information from the NEAS.

The screenshot shows a web interface for the 'Registration Application Form'. On the left is a navigation menu with links: Home, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area is titled 'Registration Application Form' and includes a 'Who We Are' header and a 'Français' language option. The form contains the following sections:

- Registration Application Form**
Some preliminary information must be gathered to begin the registration process.
- A. Farm Contact Information**
 - Farm Legal Name: FERME ALFRED J. LATU
 - Telephone: 4502640101
 - Farm Owner/Manager: Steven A. Latulipe
 - Fax: 4502649292
 - Provincial Licence/Shipper#: P1015148
 - Cell: 4506015596
 - Provincial Board: Quebec
 - Email Address: info@fermes.com
- Farm Mailing Address**
 - Postal / Street Address: 7045 Ridge Rd.
 - City / Region: Ste Agnes De Dundee
 - Province: Quebec
 - Postal Code: J0S1L0
 - Description of Farm Location: (text area)
- B. Declaration**

The person named above is the authorized contact for this farm and hereby applies for registration of the above dairy production facility as meeting the requirements of the Canadian Quality Milk program described in the CQM

2. Edit the information in Section A as needed. Read the Declaration in Section B, specify the best time(s) to call you to schedule a validation in Section C, and enter information about your farm in Section D.

Note: The **Herd Size** field is mandatory. You cannot save the application if this field is blank.

3. Click the I agree with the Terms and Conditions as per Section B above checkbox.
4. Click **Apply for CQM Registration** to save the application form to the database. Your application will be automatically submitted to your Provincial Coordinator for approval.

3.2 Viewing Your CQM Application

To view a copy of your original application for the CQM program,

1. On the Producer dashboard, in the General Information area, click **View CQM Application**.



The screenshot shows a web interface for a producer dashboard. At the top, there is a header with a home icon, the text "Who We Are", and a language selector "Français". On the left side, there is a navigation menu with the following items: Home, SOP Wizard, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area is titled "JBM DAIRY FARM" and contains the following information:

Producer ID: SK0SK765432	
Registration Status: New Account Approved	
My CQM Program	
General Information	
Assigned Validator: Not Assigned	Assigned Trainer: Not Assigned
Application Date: -	Training Date: -
CQM Contacts	
Standard Operating Procedure Wizard	
In Progress SOP (2012/02/27)	
View CQM Application (2012/02/27)	

The link "View CQM Application (2012/02/27)" is circled in red.

Note: The document will be displayed in a new window. If your computer has pop-up blocker software, you will need to turn it off in order to see the new window. The procedure for doing this depends on the operating system and Internet browser software (e.g., Internet Explorer, Safari, Firefox) you are using. Consult the Help or user manual for your system for more information.

Note: If you are in a province that has mandatory implementation of the CQM program, producers are not required to submit an application for the program. In this case, you will not see a View CQM Application link on your dashboard.

3.3 Creating a New Standard Operating Procedure

If you have never documented your standard operating procedure (SOP), or if you need to change your official SOP, follow this procedure to create a new SOP.

1. On the Producer dashboard in the General Information area, click **Standard Operating Procedure Wizard**. (Alternatively, in the Account and Task Management panel under Home, click **SOP Wizard**.)

The screenshot shows the 'Who We Are' dashboard for 'JBM DAIRY FARM'. The left sidebar contains navigation links: Home, SOP Wizard, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area displays the following information:

- JBM DAIRY FARM**
- Producer ID: SK0SK765432
- Registration Status: New Account Approved
- My CQM Program**
- Standard Operating Procedure Wizard** (highlighted in yellow)
- General Information**
- Assigned Validator: Not Assigned
- Assigned Trainer: Not Assigned
- Application Date: -
- Training Date: -
- CQM Contacts
- Standard Operating Procedure Wizard** (circled in red)
- View CQM Application (2012/02/27)

Note: If this is your first SOP, you will also see a Standard Operating Procedure Wizard link highlighted in yellow in the My CQM Program area of the dashboard.

This will start the SOP wizard.

The screenshot shows the 'Who We Are' dashboard with a yellow warning message:

Please Note: If you allow the Wizard to sit idle for more than 15 minutes, your session may time out and you risk losing your work. To prevent the system from timing out, click the Next or Previous buttons at least once every 15 minutes.

A 'Next' button is visible in the bottom right corner of the warning box.

2. Click **Next** to proceed to the first screen of the wizard.

The screenshot shows a web interface titled "Who We Are" with a language dropdown set to "Français". On the left is a navigation menu with "Home" expanded to show "SOP Wizard", "SOP", "CQM Contacts", "CQM Forms and Documents", "My Profile", "Change Password", and "Log Out". The main content area has a yellow instruction box with three paragraphs: "To create a new SOP, select the 'Create a new SOP' option from the list below. Please note that you are not allowed to make changes to your SOP after it has been validated, however you can create a new SOP starting from a copy of your validated SOP.", "If you have an existing SOP on file that has not been validated, choose on of the 'Edit your in-progress SOP' options from the list below. These options will allow you to view, edit, or print an existing SOP that has not been validated.", and "To view your 'Official' SOP that has been validated, choose the 'View your official SOP' link from the list below. Please note that you can print this SOP but you are not allowed to make changes to it." Below this is a box titled "Step 1: What would you like to do:" containing a radio button selected next to "Create a new SOP" with the subtext "You can choose the starting point for the new SOP in the next steps. You can start with a blank document, or choose from a set of templates set up by milking type." At the bottom right are "Previous" and "Next" navigation buttons.

Note: On each screen of the wizard, you can click **Instructions** in the top right corner for help on completing the questions shown on the screen.

3. Click the radio button next to the **Create a new SOP**. (If this is the first SOP you have created, this will be your only option in this step.) Click **Next**.

Note: If this option is not visible, you probably have an SOP in progress already. See Section 3.4 for help with completing an in-progress SOP.

Note: If you already have an official SOP and want to use it as the starting point for your new SOP, click **Edit SOP**. Click **Next**, then skip to Section 3.3.1 for help completing the SOP.

4. Select the language for your SOP from the **Language** drop-down list and click **Next**.

The screenshot shows the same "Who We Are" interface. The yellow instruction box now says "Select the language for your new SOP from the drop-down list. Please note that if you choose French as your language that it will only apply to the printed (PDF) SOP at this time." Below this is a box titled "Step 2: Select the language for your new SOP:" containing a "Language:" label and a dropdown menu with "English" selected. At the bottom right are "Previous" and "Next" navigation buttons.

The SOP wizard will present several options for the starting point of your new SOP. The choices available will vary depending on whether you have already completed an SOP. Table 1 below provides information about the choices; instructions for completing the SOP based on each option are given the sections referenced in Table 1.

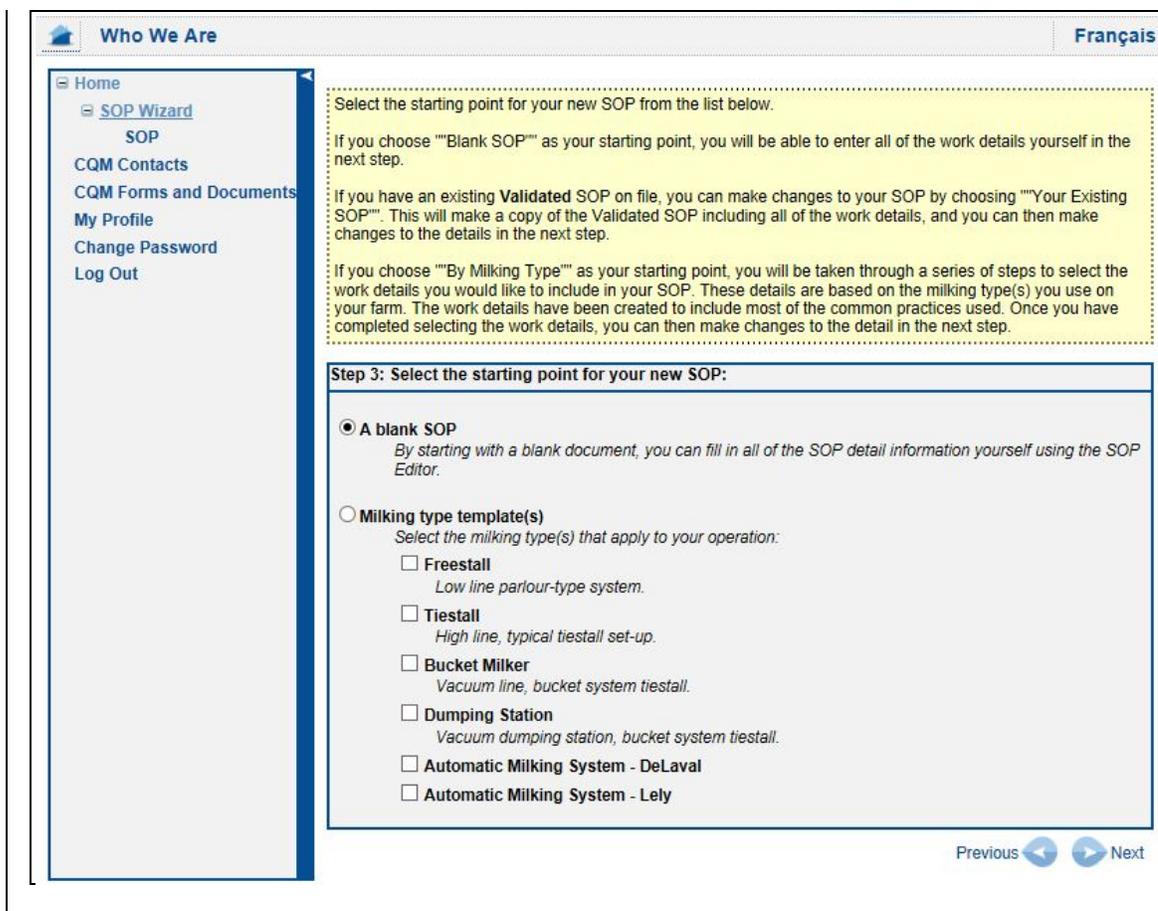


Table 1: Options for Creating a New SOP

Choice	Description	Reference
A blank SOP	Opens an editable form where you can fill in all the detailed information about your operation yourself.	Section 3.3.1
Your existing SOP	Creates a new, editable SOP starting from your existing SOP, if one exists.	Section 3.3.1
Milking type template(s)	Lets you create a new SOP, starting with a predefined template based on the milking types used in your operation. You can select one or more of the milking types in the list.	Section 3.3.2

3.3.1 Creating an SOP Using a Blank SOP or Your Existing SOP

1. In the SOP wizard, click the radio button next to **A blank SOP** or **Your existing SOP** and click **Next**.
 - o If you selected a blank SOP, the SOP wizard will display a blank SOP form.
 - o If you selected your existing SOP, the wizard will display an SOP form already filled in with the details of your existing SOP. Note that this option only appears if you already have an SOP.

In both cases, the form is editable so you can enter the details of your operation to create a new SOP.

The screenshot displays the 'Who We Are' web application interface. On the left is a navigation menu with options: Home, SOP Wizard, SOP, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area features a green-bordered information box at the top stating: 'You can make changes to this SOP by editing the text in the white boxes below. Be sure to save your SOP frequently to avoid losing any changes.' Below this, the form shows 'SOP Date: 2013/04/24' and 'Last Changed: 2013/04/24' on the left, and 'Language: English' with a dropdown menu on the right, accompanied by a note: 'Note: This selection affects the printed SOP'. The form title is 'STANDARD OPERATING PROCEDURES - CORRECTIVE ACTIONS'. The 'Purpose' is 'To ensure that milk and / or meat that is contaminated is not marketed.' The 'Corrective Actions' field is a large, empty text area. At the top and bottom of the form are three buttons: 'Save Changes', 'View Printable SOP', and 'Delete SOP'.

Note: There are two sets of buttons for saving, checking, viewing and deleting the SOP. One set is at the top of the form and the other is at the bottom. They are provided for convenience, to help avoid a lot of scrolling up and down. They are equivalent, and you can use either the top buttons or the bottom buttons as you work through these procedures.

2. Enter your standard operating procedures in the **Corrective Actions** field of the form.

Note: Be sure to click **Save Changes** often to save your changes. This will help you avoid losing changes if the wizard times out.
3. If you want to view the SOP, click **View Printable SOP**. The SOP will open in the CQM Report Viewer (see Section 8.2).
4. To delete the SOP, click **Delete SOP**. You will be prompted to confirm that you want to delete the SOP before it is permanently deleted. This deletion cannot be undone.
5. When you have finished, click **Save Changes** to ensure all your changes have been saved.

Your SOP will be listed on the Producer dashboard as an In Progress SOP.

The screenshot shows a web application interface with a header 'Who We Are' and a language selector 'Français'. A left sidebar contains navigation links: Home, SOP Wizard, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area displays the following information:

FERME ALFRED J. LATULIPE INC.	
Producer ID: QC0P1015148	
Registration Status: New Account Approved	
My CQM Program	
General Information	
Assigned Validator: Not Assigned	Assigned Trainer: Not Assigned
Application Date: -	Training Date: -
CQM Contacts	
Standard Operating Procedure Wizard	
In Progress SOP (2013/04/24)	
View CQM Application (2013/04/24)	

The text 'In Progress SOP (2013/04/24)' is circled in red in the original image.

Your SOP will be automatically forwarded to the validator assigned to you and to the Provincial Delivery Agent (PDA) for your province. After your next scheduled validation has been completed and approved by the PDA, your in-progress SOP will become your official SOP. Any previous official SOPs will be discarded.

3.3.2 Creating an SOP Using a Milking Type Template

If you use milking type template for creating your SOP, you can select one or more milking types the wizard will present you with a series of screens in which you can select details that apply to your operation.

1. In the SOP wizard, click the radio button next to **Milking type template(s)**.

Who We Are Français

Home
SOP Wizard
SOP
CQM Contacts
CQM Forms and Documents
My Profile
Change Password
Log Out

Select the starting point for your new SOP from the list below.

If you choose "Blank SOP" as your starting point, you will be able to enter all of the work details yourself in the next step.

If you have an existing **Validated** SOP on file, you can make changes to your SOP by choosing "Your Existing SOP". This will make a copy of the Validated SOP including all of the work details, and you can then make changes to the details in the next step.

If you choose "By Milking Type" as your starting point, you will be taken through a series of steps to select the work details you would like to include in your SOP. These details are based on the milking type(s) you use on your farm. The work details have been created to include most of the common practices used. Once you have completed selecting the work details, you can then make changes to the detail in the next step.

Step 3: Select the starting point for your new SOP:

A blank SOP
By starting with a blank document, you can fill in all of the SOP detail information yourself using the SOP Editor.

Milking type template(s)
Select the milking type(s) that apply to your operation:

- Freestall**
Low line parlour-type system.
- Tiestall**
High line, typical tiestall set-up.
- Bucket Milker**
Vacuum line, bucket system tiestall.
- Dumping Station**
Vacuum dumping station, bucket system tiestall.
- Automatic Milking System - DeLaval**
- Automatic Milking System - Lely**

Previous   Next

2. Select one or more milking types by clicking the checkbox next to those types that apply to your operation, then click **Next**. The SOP Wizard will present a series of screens with work details that typically apply to operations using the milking types you selected.

The screenshot shows a web application interface for the SOP Wizard. At the top, there is a navigation bar with "Who We Are" on the left and "Français" on the right. A sidebar on the left contains a menu with the following items: Home, SOP Wizard (selected), SOP, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area is titled "Step 4: Select the details you would like included in your SOP:". It features a "Section:" dropdown menu currently set to "Pre-milking Management: Bulk Tank Wash Procedures". Below this, the "SOP:" text is followed by the instruction "If bulk tank is empty, turn on cooler when milk reaches agitator." Underneath, there is a section titled "Select Work Details:" with a list of eight checkboxes and their corresponding descriptions. At the bottom right of the main content area, there are "Previous" and "Next" navigation buttons.

Who We Are Français

Home
SOP Wizard
SOP
CQM Contacts
CQM Forms and Documents
My Profile
Change Password
Log Out

To include any of the following Work Details in your SOP, check the box to the left of the description. Once you complete this selection process and create your SOP, you can change any of the wording to match your specific operation.

To skip a section, simply use the drop-down list to navigate through the various SOP sections.

Click the "Next" button to save your selections.

Step 4: Select the details you would like included in your SOP:

Section: Pre-milking Management: Bulk Tank Wash Procedures

SOP: If bulk tank is empty, turn on cooler when milk reaches agitator.

Select Work Details:

- Attach washer to cooler by inserting wand of washer unit into end of bulk tank.
- To set up for wash, push in black knob on wash panel and turn to WASH position. Truck driver will turn on after milk is picked up. Fill jars with soap and acid (per wash chart).
- Turn dial on washer control to START.
- After tank is washed, inspect inside of tank to ensure it was washed properly and there are no deposits on the inner surface.
- Sanitize 30 minutes prior to first milking. Add sanitizing solution to jar according to wash chart and turn dial to SANITIZE. Remove wand, close valve and secure dust cap.
- Check bulk tank wash light on time-temperature recorder (TTR) after wash has been completed and if light is green, the system has washed properly and milk can be stored.
- Attach sanitary cap to bulk tank outlet valve after completion of the cleaning process.
- Use wash chemicals according to wash chart

Previous  Next 

3. On each screen, click the checkboxes to select the work details that are relevant to your operation. Some of the work details options may not fit your operation exactly. Select them as they are written for now; you will be able to edit them later.
4. When you are finished entering information on a screen, click **Next** to proceed to the next screen or **Previous** to go back and change a previous screen.

- When the system indicates that the template selection process is complete, click **Finish**. Your entire SOP will be displayed in form that you can edit.

Note: Because the form is very long, there are two sets of buttons for saving, checking, viewing and deleting the SOP. One set is at the top of the form and the other is at the bottom. They are provided for convenience, to help avoid a lot of scrolling up and down. They are equivalent, and you can use either the top buttons or the bottom buttons as you work through these procedures.

- Make any changes required to the work details in your SOP. In particular, be sure to change any place-holder values (e.g., “xxx”) to values that are appropriate to your operation.

Note: Be sure to click **Save Changes** often to save your changes. This will help you avoid losing changes if the wizard times out.

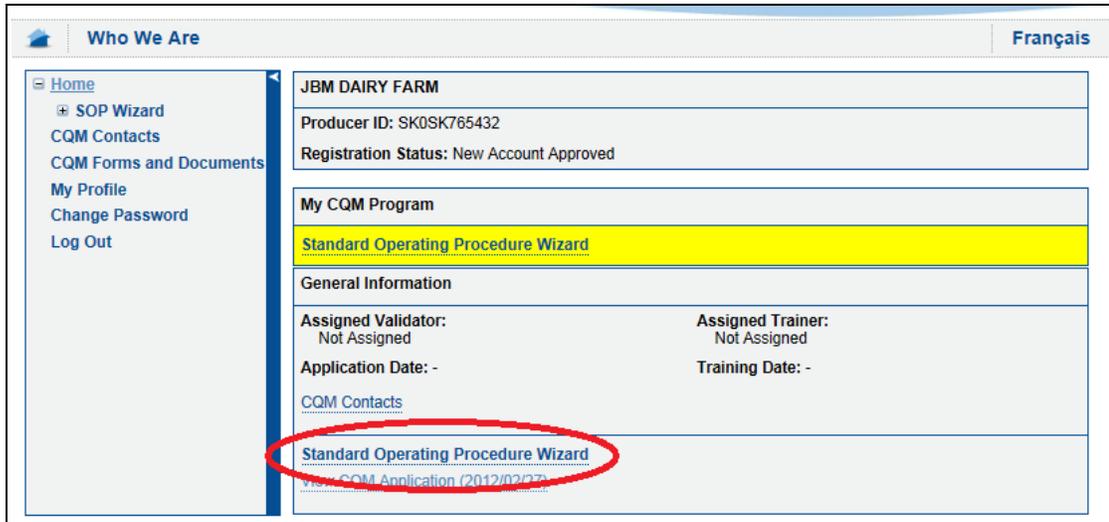
- To delete the SOP, click **Delete SOP**. This deletion cannot be undone. You will be prompted to confirm that you want to delete the SOP before it is permanently deleted.
- If you want to view the SOP, click **View Printable SOP**. The SOP will open in the CQM Report Viewer (see Section 8.2).
- Click **Save Changes** to ensure all your changes have been saved.

Your SOP will be automatically forwarded to the validator assigned to you and to the Provincial Delivery Agent (PDA) for your province. After your next scheduled validation has been completed and approved by the PDA, your in-progress SOP will become your official SOP. Any previous official SOPs will be discarded.

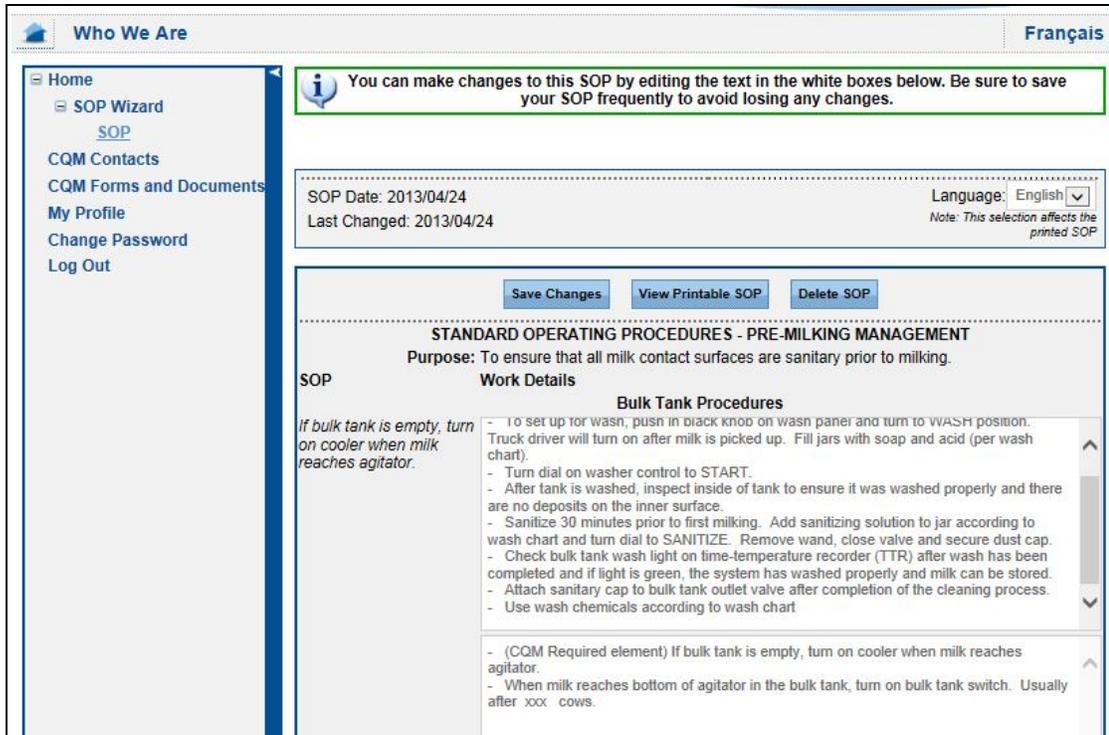
3.4 Continuing an In-Progress SOP

If you have previously started completing an SOP but have not yet finished it, you can continue it from the Producer dashboard.

1. On the Producer dashboard, click **Standard Operating Procedure Wizard**.



This will launch the SOP wizard filled out with the information you have already entered in your in-progress SOP.



Note: If you let the wizard sit idle, it may time out. To prevent lost work, be sure to click the Save Changes button at least once every 15 minutes.

2. Follow the instructions on the screen to complete the SOP. If you need help, refer to the instructions for creating a new SOP, as given in the Reference column of Table 1.

Your SOP will be automatically forwarded to the validator assigned to you and to the Provincial Delivery Agent (PDA) for your province. When your initial validation is complete and has been approved by the PDA, your in-progress SOP will become your official SOP. Any previous official SOPs will be discarded.

3.5 Viewing an In Progress or Official SOP

1. On the Producer dashboard under Standard Operating Procedures, click **In Progress SOP** or **Official SOP** to display the SOP in the CQM Report Viewer (see Section 8.2).

The screenshot displays the 'Who We Are' section of a producer dashboard. The header includes a home icon, the text 'Who We Are', and a language selector for 'Français'. A left-hand navigation menu contains links for Home, SOP Wizard, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area is titled 'JBM DAIRY FARM' and includes the following information:

- Producer ID: SK0SK765432
- Registration Status: New Account Approved
- My CQM Program
- General Information
- Assigned Validator: Not Assigned
- Assigned Trainer: Not Assigned
- Application Date: -
- Training Date: -
- CQM Contacts
- Standard Operating Procedure Wizard (circled in red)
- In Progress SOP (2012/02/27)
- View CQM Application (2012/02/27)

4 Validations

When you are due for a validation, you will see a notice about it on the Producer dashboard. The validator assigned to you will contact you to schedule the validation.

The screenshot shows a web interface for a producer. The top navigation bar includes a home icon, the text "Who We Are", and a language selector for "Français". A left sidebar contains a menu with items: Home, SOP Wizard, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area is divided into several sections:

- FERME ALFRED J. LATULIPE INC.**
 - Producer ID: QC0P1015148
 - Registration Status: New Account Approved
 - CQM Number: QC20130004
- My CQM Program**
 - You are due for a Validation.** (This text is highlighted in yellow and circled in red in the original image.)
 - Last Validation Activity:** No previous validation milestone.
 - Current Validation Activity:** Your next validation milestone is a full validation.
- General Information**
 - Assigned Validator:** Josie Fournier (556) 543-216, test@test.com
 - Assigned Trainer:** Pierre Martin (556) 543-216, test@test.com
 - Application Date:** 2013/04/24
 - Training Date:** -
- CQM Contacts**
 - [CQM Forms and Documents](#)
- Standard Operating Procedure Wizard**
 - [In Progress SOP \(2013/04/24\)](#)
 - [View CQM Application \(2013/04/24\)](#)

After the validation is complete, it is automatically submitted to the Provincial Delivery Agent in your province for review and approval. You can view the validation report and any corrective action requests (CARs) from the Producer dashboard.

After an initial validation has been completed and approved, you will be officially registered in the CQM program. You will be required to complete periodic validations and/or self-declarations to maintain your registration.

4.1 Viewing a Summary of Validations

When your assigned validator has finished a validation of your operation, you will be able to see the validation report.

1. On the Producer dashboard, click **Validations** or one of the subcategories under it (**Full**, **Partial**, or **Follow Up**).

The screenshot shows the 'Who We Are' dashboard for YVONNE FERME. The dashboard includes a navigation menu on the left with options like Home, SOP Wizard, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area displays the following information:

- YVONNE FERME**
- Producer ID: QC000654987
- Registration Status: Registered
- CQM Number: QC20120025R
- My CQM Program**
- Last Validation Activity: Your last validation milestone was a full validation completed on 2013/01/02 with a status of Approved.
- Next Validation Activity: Your next validation milestone is a self-declaration due 2014/01/02.
- General Information**
- Assigned Validator: Not Assigned
- Assigned Trainer: Pierre Martin (556) 543-216, test@test.com
- Application Date: 2012/11/20
- Training Date: 2012/11/27
- Registration Date: 2013/01/02
- CQM Contacts
- CQM Forms and Documents
- Standard Operating Procedure Wizard
- Official SOP (2013/01/02)
- View CQM Application (2012/11/20)
- Prevalidation Checklist (2012/12/03)
- Validations(1)** (circled in red)
- Full(1)

Note: If there are no such links on your dashboard, you have not yet had any validations done.

This displays a list of in-progress or completed validations of your operation.

The screenshot shows the 'Who We Are' dashboard with the 'Validations' section expanded. The table below displays the validation details:

Validation Date	Status	Type	CARs Major	CARs Minor	Demerits	Actions
2012/12/11	Approved	Full	0	0	0	Validation Report

2. Check the Status column to see the status of the validation:
 - o Pending: The validation is complete and is waiting for CARs to be resolved or for the PDA to approve the validation.
 - o Follow Up: The validation is waiting for follow-up, usually to address CARs. Your validator will contact you to schedule the follow-up.
 - o Recommended: The validation was completed with no major CARs and is recommended for approval.
 - o Approved: The validation has been approved by the PDA.
3. To view the validation report, click **Validation Report** in the Actions column for the validation you are interested in. The validation will open in the CQM Report Viewer (see Section 8.2).

5 Self-Declarations

5.1 Completing a Self-Declaration

If you are due to complete a self-declaration, you will see a notice when you log in to the NEAS.

The screenshot shows the 'Who We Are' dashboard for YVONNE FERME. The notification 'You are due for a Self-Declaration.' is highlighted in yellow and circled in red. The dashboard includes a sidebar with navigation options like 'SOP Wizard', 'CQM Contacts', and 'My Profile'. The main content area displays producer information, validation activities, and general information.

YVONNE FERME	
Producer ID: QC000654987	
Registration Status: Registered	
CQM Number: QC20120025R	
My CQM Program	
You are due for a Self-Declaration.	
Last Validation Activity Your last validation milestone was a full validation completed on 2013/01/02 with a status of Approved.	Current Validation Activity Your next validation milestone is a self-declaration due 2013/04/24.
General Information	
Assigned Validator: Josie Fournier (556) 543-216 test@test.com	Assigned Trainer: Pierre Martin (556) 543-216 test@test.com
Application Date: 2012/11/20	Training Date: 2012/11/27
Registration Date: 2013/01/02	
CQM Contacts	
CQM Forms and Documents	
Standard Operating Procedure Wizard Official SOP (2013/01/02)	Validations(1) Full(1)
View CQM Application (2012/11/20)	
Prevalidation Checklist (2012/12/03)	

1. On the Producer dashboard, click **You are due for a Self-Declaration** to start the Self-Declaration wizard.

The screenshot shows the 'Step 1: General Information' screen of the self-declaration wizard. It includes a sidebar with navigation options and a main content area with form fields for Farm Name, Producer ID, and CQM Number. The instructions section provides detailed guidance on completing the form.

Step 1: General Information

Farm Name:

Producer ID: **CQM Number:**

Instructions to Complete the Self-Declaration Form:
The self-declaration form is a written declaration that the requirements of the CQM program continue to be met on farm, and records and documents are available to provide evidence of conformance.

In order to maintain your registration status with the Canadian Quality Milk (CQM) program, you must complete the Self-Declaration Form. Please complete the following steps:

1. Fill in the information in the sections "Farm Contact Information" and "Additional Information."
2. Complete the answers to the questions in the section "Self-Declaration Checklist."
3. No response from your Provincial CQM office will mean that your self-declaration has been accepted.

Object of the Declaration:
The above dairy farm conforms with the requirements of the following documents: Canadian Quality Milk program Reference Manual and Workbook, Version: June 2010

Previous Next

2. Read the instructions on the General Information screen, then click **Next** to progress to the Self-Declaration Checklist.

Who We Are Français

Home
CQM Contacts
CQM Forms and Documents
My Profile
Change Password
Log Out

Step 2: Self-Declaration Checklist - YVONNE FERME

Section:

Please complete the following self-declaration checklist to demonstrate that you understand and are following the CQM program requirements. The questions represent a sampling of key requirements. Please note: it is acceptable to find problems or deficiencies (just like a validator may during a validation). Please note them and the provincial coordinator will follow up with you to ensure that the problems are corrected.

Have there been any management changes or construction of a new facility or addition on the farm since your last CQM validation or Self-Declaration? Yes No

If yes, please briefly describe the changes:

Have the standard operating procedures and corrective action plans been up-dated to reflect the changes? Yes No N/A

Problems? (explain):

List of standard operating procedures (Records (R) 1 to 7):

- a) Pre-milking
- b) Milking
- c) Milking cattle with abnormal or treated milk
- d) Post milking
- e) Treating cattle
- f) Shipping cattle
- g) Feeding medicated feed

List of corrective action plans (R16):

- a) Medication or chemical given in error
- b) Treated milk enters bulk tank
- c) Shipped animal with treatment or broken needle
- d) Improperly cooled or stored milk
- e) Dirty milk contact surfaces
- f) Improper water temperature
- g) Water contaminated with bacteria

Previous Next

3. On each screen of the wizard, fill in all the information required by clicking the radio buttons next to **Yes**, **No**, or **N/A** for each question or by typing details into the text fields, as required. Click **Next** to proceed to the next screen or **Previous** to return to the previous screen.

Note: If you are continuing a self-declaration that was previously started but not completed, any fields that were already filled in will retain the information previously entered.

Note: To jump to a specific section of the Self-Declaration checklist, select it from the **Section** drop-down menu.

4. On the Declaration screen, click the radio button to agree or disagree with the Declaration.

The screenshot shows a web interface titled "Who We Are" in the top left corner and "Français" in the top right corner. On the left side, there is a vertical menu with the following items: Home, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area is titled "YVONNE FERME" and contains a "Declaration:" section. The declaration text reads: "I confirm that the requirements of the CQM program continue to be met on the farm described above, and that the supporting records, standard operating procedures and corrective action plans are current and available for review. In addition, I agree to continue to maintain the requirements of the CQM program. I am also aware that the farm is subject to a random audit to ensure the accuracy of this declaration." Below the text are two radio buttons: the first is selected and labeled "I agree with the above statement", and the second is unselected and labeled "I disagree with the above statement". At the bottom right of the main content area, there are two navigation buttons: "Previous" with a left-pointing arrow and "Finish" with a right-pointing arrow.

5. Click **Finish**. The system will confirm that the Self-Declaration has been saved.

Your self-declaration will be automatically forwarded to the validator assigned to you and to the PDA for your province. The PDA will either approve your self-declaration or ask your validator to follow up on it. No response from your provincial CQM office indicates that your self-declaration has been approved as submitted.

6 Letters

From time to time, the Provincial CQM office may send you a letter regarding your status or milestones in the CQM program. These letters will be sent to you via registered mail. However, these letters may also be visible to you in the NEAS.

1. On the Producer dashboard, click **Letters**.

The screenshot shows the 'Who We Are' dashboard for YVONNE FERME. The dashboard includes a navigation menu on the left with options like Home, SOP Wizard, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area displays the following information:

- YVONNE FERME**
- Producer ID: QC000654987
- Registration Status: Registered
- CQM Number: QC20120025R
- My CQM Program**
- Last Validation Activity: Your last validation milestone was a full validation completed on 2013/01/02 with a status of Approved.
- Next Validation Activity: Your current validation milestone is a self-declaration due 2013/04/24 with a status of Pending.
- General Information**
- Assigned Validator: Josie Fournier (556) 543-216, test@test.com
- Assigned Trainer: Pierre Martin (556) 543-216, test@test.com
- Application Date: 2012/11/20
- Registration Date: 2013/01/02
- Training Date: 2012/11/27
- Links: CQM Contacts, CQM Forms and Documents
- Standard Operating Procedure Wizard: Official SOP (2013/01/02), View CQM Application (2012/11/20), Registration Checklist (2012/12/03)
- Validations(1): Full(1)
- Self-Declarations (1)
- Letters (1)** (circled in red)

Note: If there is no such link on your dashboard, it means no letters have been made visible to you via the NEAS.

This will display a list of letters visible to you in the NEAS.

The screenshot shows the 'Who We Are' dashboard with the 'Letters' section expanded. The list of letters is as follows:

Subject	Sent By	Created Date
Validation notice	Kate Smith	2011/04/14

2. Click on the subject of a letter in the **Subject** column to open it in the CQM Report Viewer (see Section 8.2).

7 CQM Contacts

The NEAS provides quick access to contact information for people in the CQM program.

1. On the Producer dashboard in the General Information area, click **CQM Contacts**. (Alternatively, in the Account and Task Management panel click **CQM Contacts**.) This displays contact information for your Provincial Delivery Agent and Provincial Coordinator (if applicable).



2. To send email to a contact directly from this screen:
 - a. Click the email address of the person you want to contact. Your email program (e.g., Microsoft Outlook, Mac iMail) will open and launch an email form with the person's email address in the **To:** field.

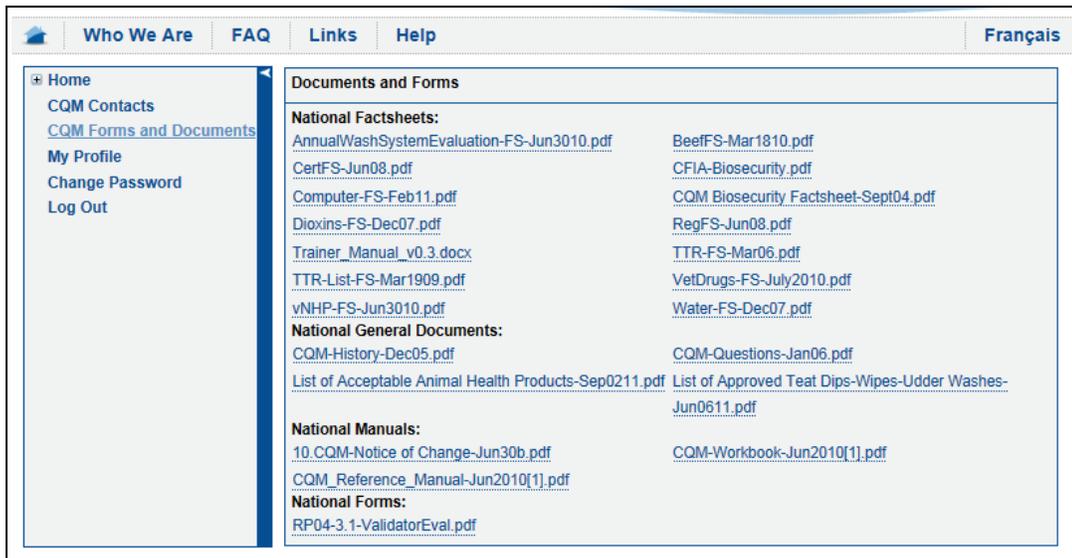
Note: Depending on your internet browser and security settings, you may see a warning message telling you that a website is trying to open a program on your computer. Consult the Help or user manual for your system for more information.
 - b. Type a subject and the content of the email, then send it to the person.

8 CQM Forms and Documents

The NEAS provides quick access to official CQM forms and documents.

8.1 Accessing CQM Documents and Forms

1. On the Producer dashboard in the General Information area, click **CQM Forms and Documents**. (Alternatively, in the Account and Task Management panel, click **CQM Forms and Documents**.) This displays a list of official CQM documents.



The screenshot shows a web interface with a navigation menu on the left and a main content area. The navigation menu includes links for Home, CQM Contacts, CQM Forms and Documents (highlighted), My Profile, Change Password, and Log Out. The main content area is titled "Documents and Forms" and lists various documents under three categories: National Factsheets, National General Documents, and National Manuals. Each document title is a clickable link.

Documents and Forms	
National Factsheets:	
AnnualWashSystemEvaluation-FS-Jun3010.pdf	BeefFS-Mar1810.pdf
CertFS-Jun08.pdf	CFIA-Biosecurity.pdf
Computer-FS-Feb11.pdf	CQM Biosecurity Factsheet-Sept04.pdf
Dioxins-FS-Dec07.pdf	RegFS-Jun08.pdf
Trainer Manual_v0.3.docx	TTR-FS-Mar06.pdf
TTR-List-FS-Mar1909.pdf	VetDrugs-FS-July2010.pdf
vNHP-FS-Jun3010.pdf	Water-FS-Dec07.pdf
National General Documents:	
CQM-History-Dec05.pdf	CQM-Questions-Jan06.pdf
List of Acceptable Animal Health Products-Sep0211.pdf	List of Approved Teat Dips-Wipes-Udder Washes-Jun0611.pdf
National Manuals:	
10_CQM-Notice of Change-Jun30b.pdf	CQM-Workbook-Jun2010[1].pdf
CQM_Reference_Manual-Jun2010[1].pdf	
National Forms:	
RP04-3.1-ValidatorEval.pdf	

2. Click the title of the document you are interested in to open it. If the document is in PDF format, it will open in the CQM Report Viewer (see Section 8.2). If it is a Microsoft Office document (e.g., Word, Excel) it will be displayed in the corresponding application. See Section 8.3 for help with opening and saving Microsoft Office documents.

8.2 Using the CQM Report Viewer

In many places, the NEAS provides you with links for viewing printable reports, checklists, and other CQM documents. When you click these links, the applicable document will open in the CQM Report Viewer. This is a special window that opens to display the document so that you can view it, print it, or save it to your local computer.



The screenshot shows a web browser window titled "CQM Report Viewer" displaying a document from the "CANADIAN QUALITY MILK PROGRAM / PROGRAMME LAIT CANADIEN DE QUALITÉ". The document is titled "Dairy Farmers of Canada - Canadian Quality Milk" and is a "Self-Declaration Form".

Self-Declaration Form	
Farm Name: FERME 2 (QC000100002)	Due Date: 2013/01/10
Farm Contact Information:	
Farm Owner / Manager:	Jean Dupont
Farm Mailing Address:	1235 Rue Générique Alma QC A0A 0A0
Registration Information:	
CQM Registration # :	QC20120002
Registraton Date:	2012/01/01
Date of Previous Validation:	2013/01/02

Instructions to Complete the Self Declaration Form:

If you move your mouse over the CQM Report Viewer window, the Report Viewer toolbar will appear.



This toolbar provides several tools that allow you to work with the document you have opened.

Table 2 CQM Report Viewer Tools

Icon	Definition	Click this icon to:
	Save Document	Save a copy of this document to your local computer. In the Save As dialog box, navigate to the appropriate location on your computer and click Save . The original document will still be retained in the NEAS.
	Print Document	Print a copy of this document. In the Print dialog box, select the appropriate printer, number of copies, and other options, and click Print .
	Scroll Up Scroll Down	Scroll up to the previous page, or down to the next page.
	Jump to Page	Jump to a specific page within the document. Enter the number of the page you wish to jump to in the box.
	Zoom Out Zoom In	Make the document smaller or larger on your screen.
	Show Adobe Reader Toolbar	Display the standard Adobe Reader toolbar at the top of the CQM Report Viewer window. This toolbar gives you additional options for saving, printing, and modifying the file.

When you have finished viewing the document, click the small white “x” at the top right corner of the Report Viewer window to close it.



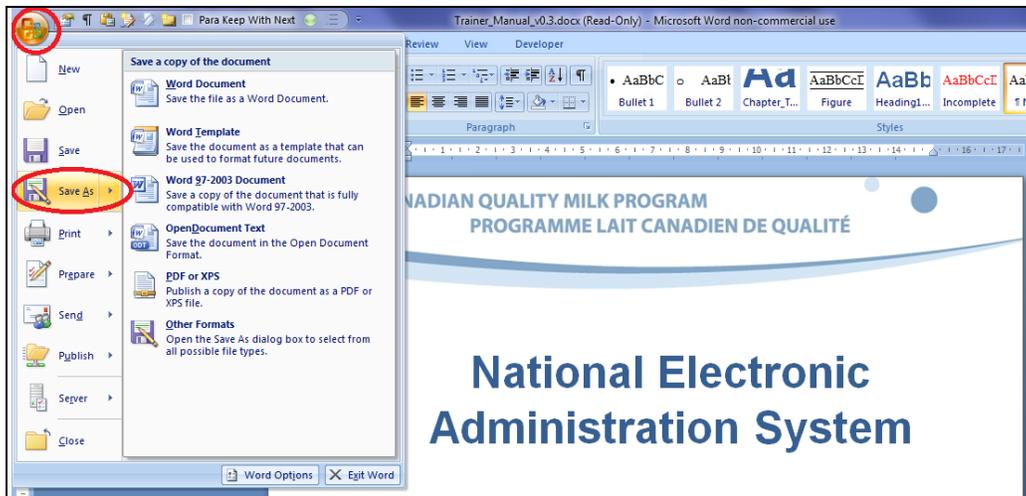
8.3 Saving Microsoft Office Documents

Microsoft Office documents include Word documents (*.doc and *.docx files) and Excel spreadsheets (*.xls and *.xlsx files). When you click an Office file, you may see a dialog box asking if you want to open the file or save it to your local hard drive. The appearance of this dialog box and the exact options it offers you will vary depending on the version of Microsoft Office you have installed. You may see some or all of the following options:

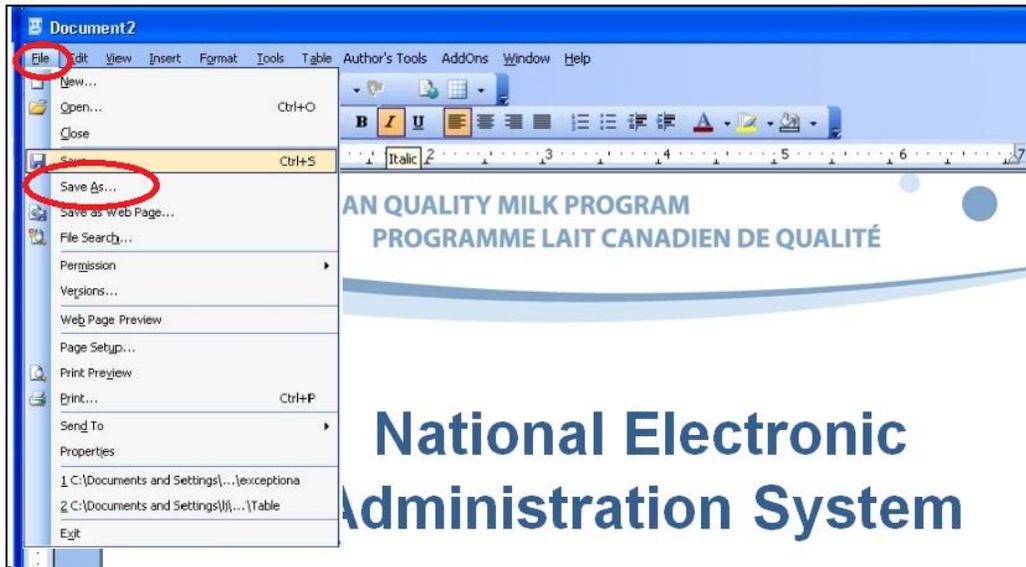
- **Open:** Opens a temporary copy of the file on your computer. This copy is not saved to your hard drive, and any changes you make to the document will be lost unless you manually save the file before closing it.
- **Save:** Saves the document to a predetermined location on your hard drive. Depending on the version of Microsoft Office you have installed, this might be the last location you saved a document of this type to, or it might be a “Downloads” or similar folder.
- **Save As:** Opens a dialog box that lets you choose where to save the document.

If you choose **Open** and then want to manually save the file to your hard drive:

1. In Office 2007 or later, click the Office button, then click **Save As**.



2. In earlier versions of Office, on the **File** menu, click **Save As**.



3. In the Save As dialog box, navigate to the appropriate location on your computer and click **Save**.

9 For More Information

Every screen in the NEAS website contains buttons that you can click to get more information about the NEAS and Dairy Producers of Canada.

The screenshot displays the user interface for the Canadian Quality Milk Program. At the top, the title "CANADIAN QUALITY MILK PROGRAM" and its French equivalent "PROGRAMME LAIT CANADIEN DE QUALITÉ" are shown. A navigation bar includes a "Who We Are" button (circled in red) and a "Français" language option. A left-hand menu lists various options: Home, SOP Wizard, CQM Contacts, CQM Forms and Documents, My Profile, Change Password, and Log Out. The main content area is titled "FERME TEST" and provides details for a specific producer, including their ID, registration status, and CQM number. It also shows validation activity, general information like assigned validator and trainer, and links to SOP wizard and validations. At the bottom, a footer contains "Contact Us", "Legal", and "Privacy" links (circled in red), along with the Dairy Farmers of Canada logo and copyright information.

CANADIAN QUALITY MILK PROGRAM
PROGRAMME LAIT CANADIEN DE QUALITÉ

[Who We Are](#) Français

- Home
- SOP Wizard
- CQM Contacts
- CQM Forms and Documents
- My Profile
- Change Password
- Log Out

FERME TEST

Producer ID: QC000123456
Registration Status: Registered
CQM Number: QC20120024R

My CQM Program

Last Validation Activity Your last validation milestone was a full validation completed on 2012/11/08 with a status of Approved.	Next Validation Activity Your next validation milestone is a self-declaration due 2013/11/08.
--	---

General Information

Assigned Validator: Not Assigned	Assigned Trainer: Not Assigned
Application Date: 2012/10/23	Training Date: -
Registration Date: 2012/11/08	

[CQM Contacts](#)
[CQM Forms and Documents](#)

Standard Operating Procedure Wizard In Progress SOP (2012/11/14) View CQM Application (2012/10/23)	Validations(1) Full(1)
---	--

[Contact Us](#) | [Legal](#) | [Privacy](#)

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Dairy Farmers of Canada  Les Producteurs laitiers du Canada

Table 3: For More Information

Button	Function
Home	Returns to the CQM home page
Who We Are	Displays information about the Dairy Farmers of Canada.
Contact Us	Displays contact information for the Dairy Farmers of Canada head office, local branch offices, and provincial members. The Contact information opens in a new browser window.
Legal	Displays legal information about the NEAS website and policies for its use. The Legal information opens in a new browser window.
Privacy	Displays the Privacy Statement of the Dairy Farmers of Canada. The Privacy statement opens in a new browser window.

10 Glossary

The table below defines abbreviations, acronyms, and terms used throughout this document.

Term	Definition
CAR	Corrective Action Request
CQM	Canadian Quality Milk
DFC	Dairy Farmers of Canada
FAQ	Frequently Asked Questions
PDA	Provincial Delivery Agent. The person at the provincial level of the CQM program who manages the registration process and approves validations.
Self-Declaration	A report you fill in yourself describing your dairy operation and your compliance with the requirements of the CQM program. Every year, some self-declarations are randomly selected for audit by CQM program validators.
SOP	Standard Operating Procedure.
Validation	An assessment of an on-farm food safety system (by a qualified validator) to determine if the documentation and related activities comply with the requirements defined in the CQM reference manual. A validation is equivalent to an audit.
Validation Report	Full-text report giving details of your validation results.