

ICAR Benchmark Service Report

June 2006

ICAR Benchmark Service Report



ICAR Benchmark Service

- Service Overview
- 2005 Highlights
- 2006 Benchmark Plans

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ICAR Benchmark Service Benchmark Overview

Who can Participate?

- Any Dairy Herd Recording Agency
- No Agency Size Requirements
- ICAR Membership not required

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ICAR Benchmark Service Benchmark Overview

Why Participate?

- Changing Herd Recording Environment
 - *Reduced government support & involvement*
 - *Transition to producer & private Ownership*
 - *Herds becoming larger and more demanding*
 - *Decreasing profit margins for herds*
 - *Challenge to do more with limited resources*

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ICAR Benchmark Service Benchmark Overview

Why Participate?

- Explore World-Class Performance
- Improve Your Service & Retain Customers
- It's "Just Good Business"

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ICAR Benchmark Service Benchmark Overview

What will you Receive?

- Personalized Scorecard of more than 50 parameters:
 - Agency Score
 - 25 – 50 – 75th Percentiles
 - Agency Ranking
- Opportunity for Within-Country Comparisons
- Confidentiality
- World-Class Competition: *The "Best Getting Better"*

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Within-Country Comparisons...

- Same questions and principles
- Country median is used in international comparisons
- Each agency is compared to global agencies
- Essentially “double” the information
 - Country Benchmark and International Benchmark Reports

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Participants in 2005

10 Countries & 18 Different Agencies

- Austria
- Australia
- Canada
- Czech Republic
- Denmark
- Estonia
- Finland (8)
- Germany
- Ireland (2)
- USA

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Participants in 2005

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- **Finland (8)**
- Germany
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2005 Benchmark Highlights

BASED ON 2004 CALENDAR YEAR DATA

DEMOGRAPHICS

CUSTOMER SERVICE & QUALITY

OPERATIONAL PARAMETERS

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DEMOGRAPHICS



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DEMOGRAPHICS

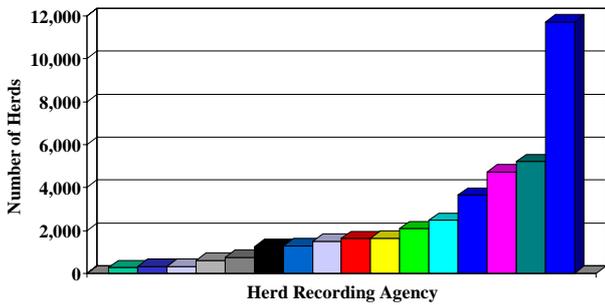
- Number of Herds Serviced per Agency
- Average Herd Size
- Percentage Owner Sampled Herds
- Percentage Technician Collected Herds
- Average Number of Tests per Year
- Percentage of Herds Contributing to Genetic Evaluations

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Number of Herds Served

[Number of Herds Served per Agency]

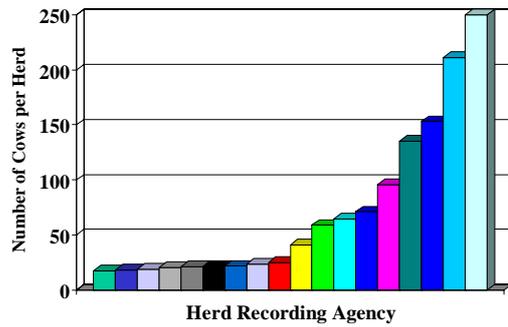


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Average Herd Size

[Average Number of Cows per Herd]

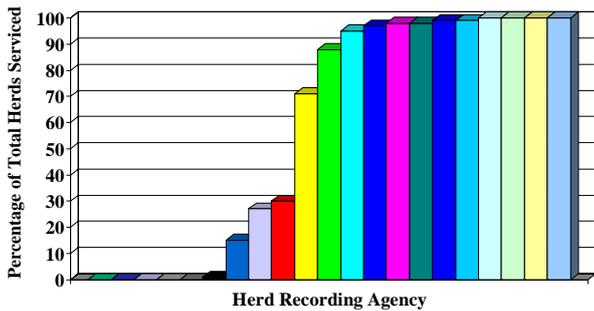


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Owner Sampled Herds

[Owner Sampled Herds as a Percentage of Total Herds]

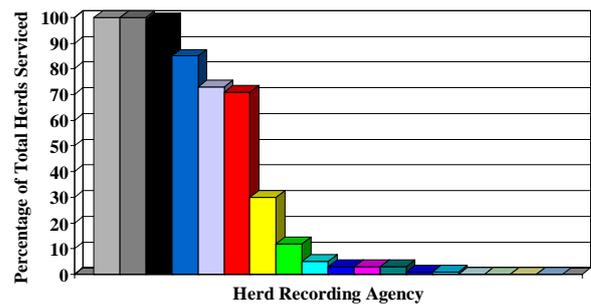


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Technician Collected Herds

[Technician Collected Herds as a Percentage of Total Herds]

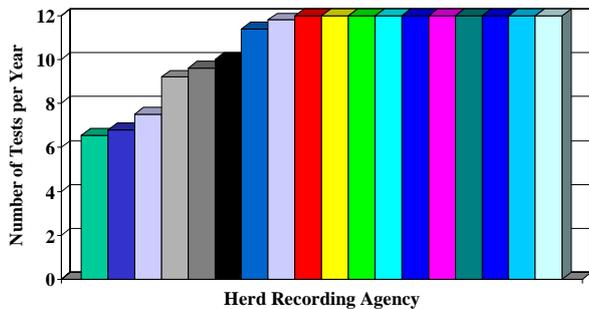


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Annual Number of Tests per Herd

[Average Annual Tests per Herd]

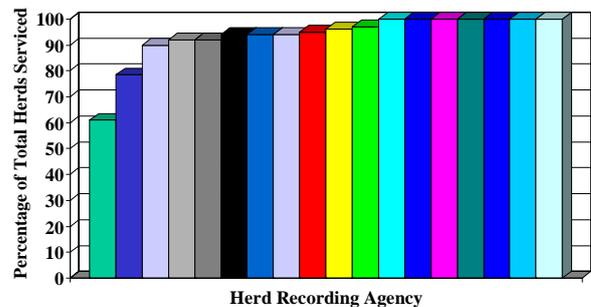


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Genetic Evaluation Contribution

[Percentage of Herds Contributing to Genetic Evaluations]



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CUSTOMER SERVICE & QUALITY



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CUSTOMER SERVICE & QUALITY

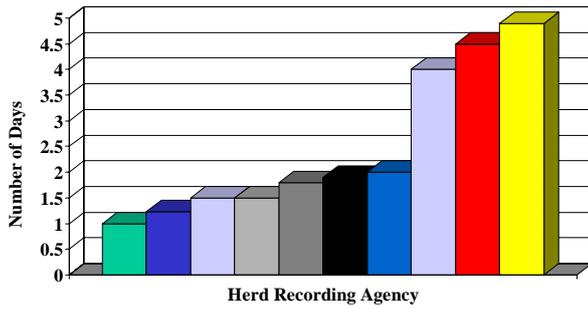
- Test to Lab
- Percentage Of Same Day Lab Analysis
- Percentage of “Clean: Tests
- Hours of Technician Training per Year

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Test to Lab – Service Speed

[Time in Days]

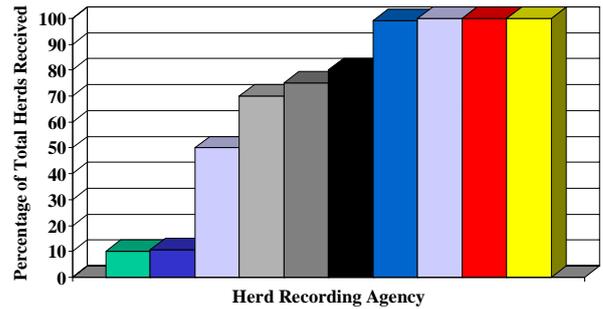


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Same Day Lab Analysis

[Percentage of Samples Analyzed the Same Day Received]

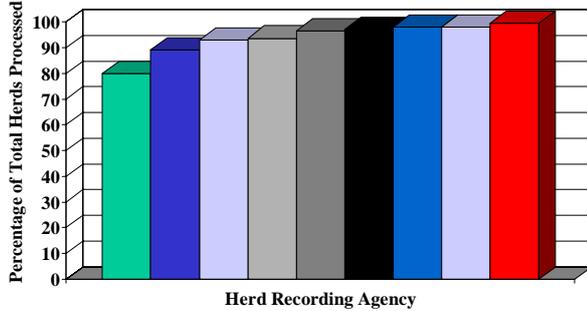


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Percentage of ‘Clean Tests’

[Herd Tests that do not require editing or handling]

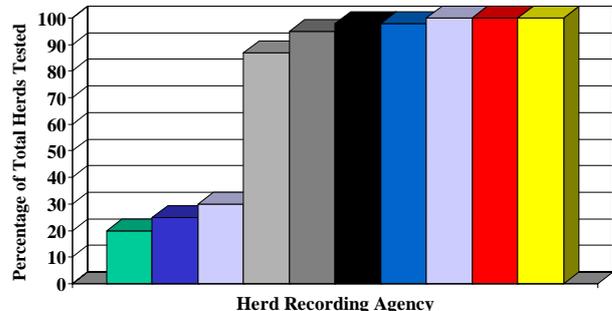


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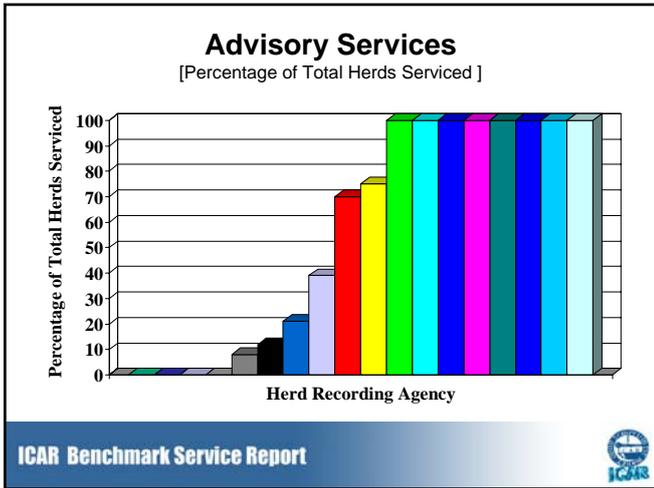
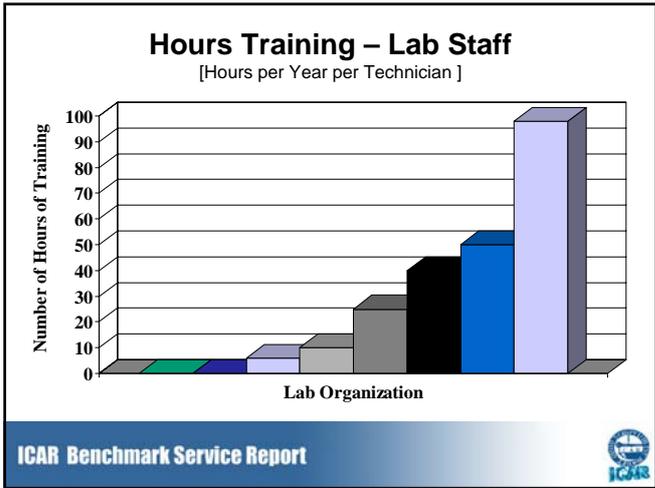
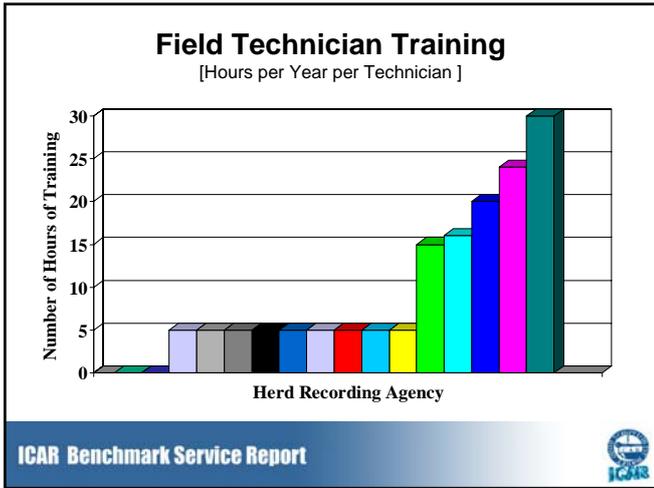
Reports Mailed Within 5 Days

[Percentage of Total Herds Tested]

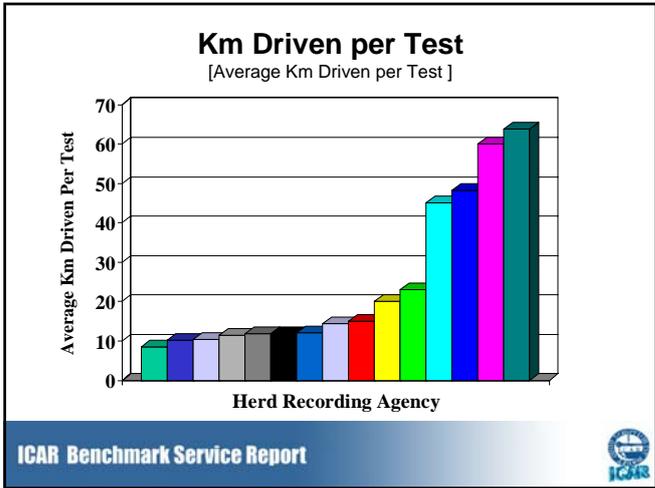


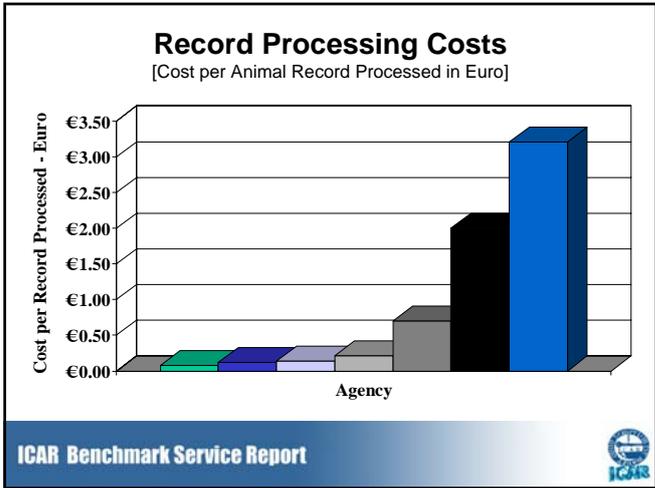
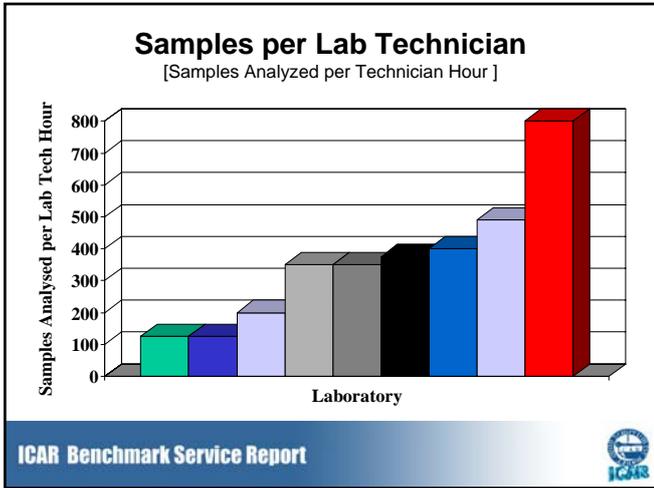
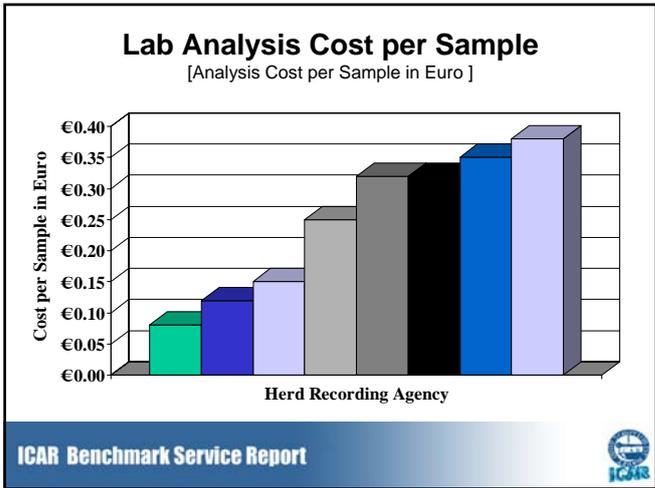
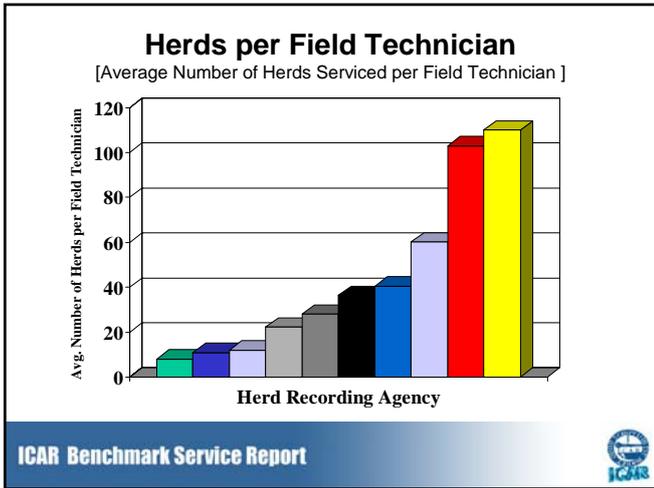
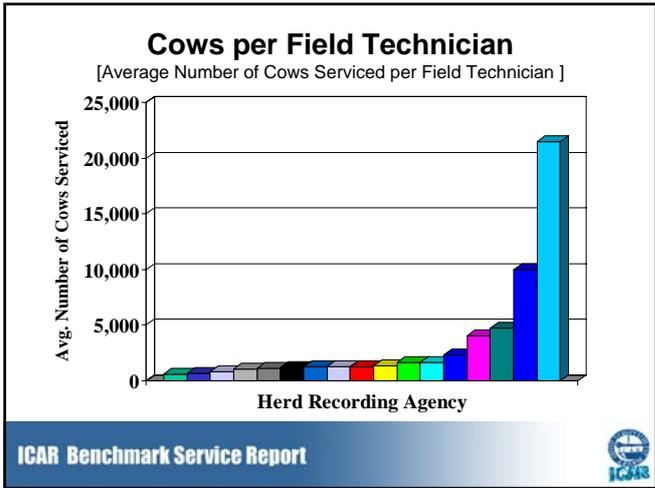
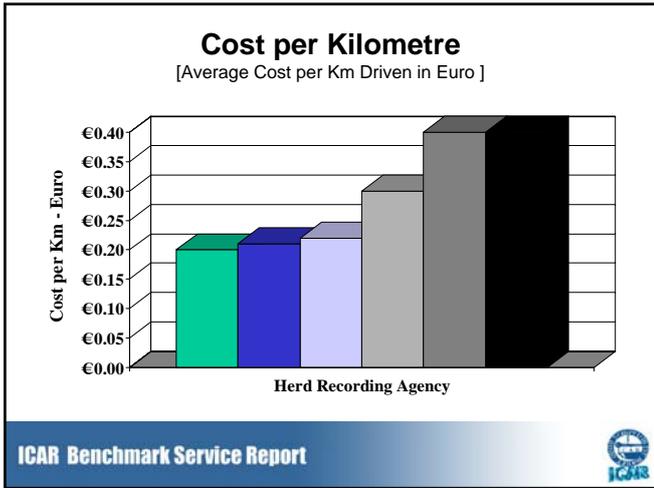
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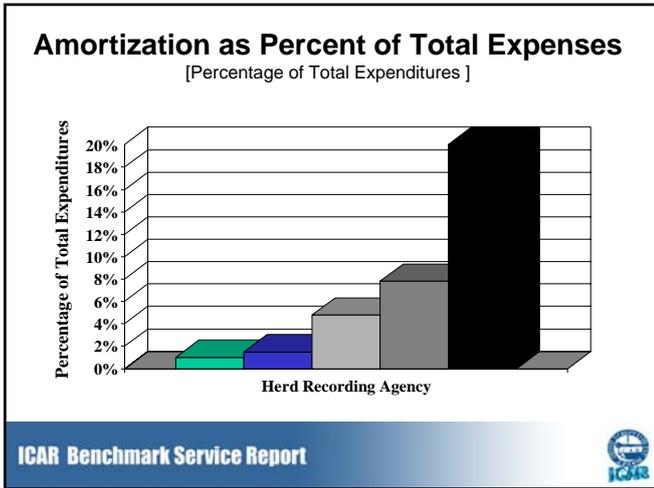
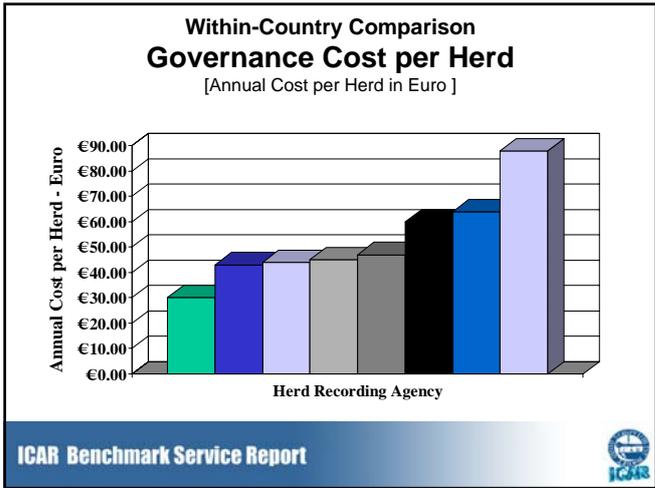
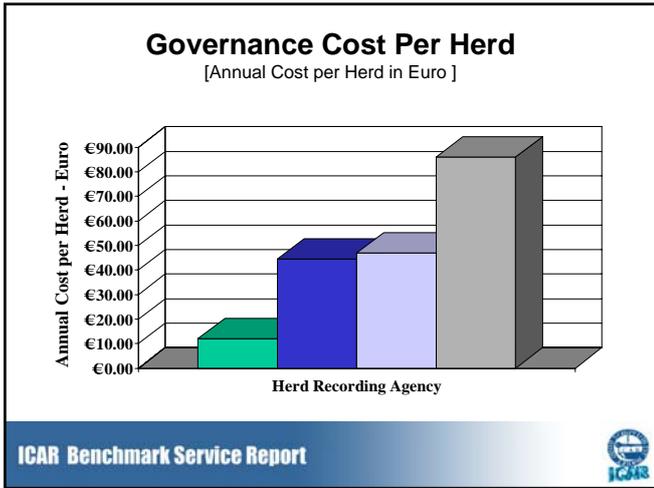




- ### Operational Parameters
- Distance Driven Per Test
 - Cows Serviced per Field Technician
 - Lab Analysis Costs
 - Samples per Lab Technician Hour
- ICAR Benchmark Service Report







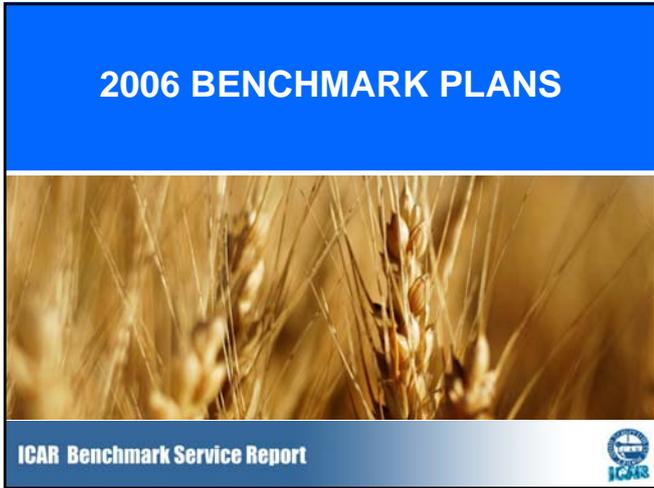
2005 Benchmark Highlights

BASED ON 2004 CALENDAR YEAR DATA

Summary...

- Service and Operational Parameters
- Each Report includes
 - *International Ranking*
 - *Quartile Performance Measures*

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ICAR Benchmark Service

Service Challenges

- Language & Terminology
 - *Common language*
 - *Different terminology by region*
- Dynamic Service
 - *Continual Changes and Improvement*
 - *Finding the Right Measures*

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How to Participate in 2006

1. Contact ICAR

- *More Information (see ICAR web site)*
- *Submission deadline for 2006 is July 15th*
- *Early submission discounts deadline is June 15th*
- *Copies of Benchmark Input forms available from ICAR*

2. Complete and submit your 2005 data

3. Watch for your results

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For More Information: www.icar.org

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