

# MilloGram

Wenger's Feeds, LLC



## Our Mission: Providing Quality Feed for Quality Food

## Continued Investment

Geoff Finch, President and CEO, The Wenger Group

As our world continues to change all around us at an ever-increasing pace, it is critical to continue to invest in ourselves in order to be successful. For The Wenger Group, this investment can be physical, in the form of additional equipment for manufacturing or delivery capacity, or even new technologies. It can also be in the form of additional human capital—as new

daily systems that make people's jobs easier; and software to increase the visibility of our operations and allow for making better real-time decisions.

But by far the greatest investment is in our team members. We believe strongly in the importance of hiring the brightest and the best. We need to be intentional about finding new, creative ways to harness their tremendous knowledge and energy, as they are the ones who help us meet our customers' needs.



Photo by Chad Dietrich

and current team members bring fresh ideas and energy into the fold as they are challenged and invigorated. In the following pages, you will see some examples of both.

Over the past few years, we have been fortunate to have grown along with our customers, and while doing so, we have re-invested significantly in our equipment. We have upsized mixers and pellet mills, and upgraded coolers, crumblers, and spray systems. We have also continued to invest in new trucks and trailers to better optimize delivery costs for our customers. We have moved into a new warehouse and also started leasing a rail transload facility.

Along with these physical investments have come investments in new technologies—including better use of electronics and software to increase efficiency and minimize the potential for errors. Our world is getting more and more complex—requiring greater traceability and transparency—and embracing new technologies has helped considerably as we meet these increasing requirements. Other technologies include improvements to trailers to be safer and more accurate; automations to

## Our future is in large part determined by our willingness to invest in ourselves.

Creating a culture of continuous improvement, along with servant leadership, is our goal and something we strive every day to achieve. Given the right culture and the right tools, we are confident that our team members can do almost anything!

Our future is in large part determined by our willingness to invest in ourselves. It always takes extra effort and time, but in the end it is worth it as it paves the way for continued growth and development. As with many things, continued investment is a journey, rather than a destination, and I wish you the best of luck as you continue down this road!!

### In This Issue:

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## Shippensburg Expanding for the Future

Since it opened in 1999, the Shippensburg Mill has gained efficiencies with new equipment and also gained additional capabilities when the team achieved organic certification in 2015. In 2016, the manufacturing team aimed to increase capacity in both the conventional and organic production segments while reducing complexity in manufacturing. Improvements, including a new seven-ton mixer and larger pellet mills, were made to increase capacity. Adding a new micro system increased both efficiency and the work environment for the Shippensburg Team in the last year.

Another project that is wrapping up now will expand the Shippensburg warehouse to create an additional 2,500 square feet for storage of bagged organic ingredients. The additional space and segregation will allow for larger on-site storage resulting in improved efficiency, reduced potential for error, and less risk of running out of necessary ingredients. Director of Project Management and Environment Mark Moeser explained, "The existing south wall is being retained as an internal barrier so that organic ingredients can

be stored in one section and conventional in another to reduce chances of selecting the incorrect material." More energy efficient lighting will be part of the new warehouse space at the suggestion of Mill Supervisor Brandon Clark, Regional Manufacturing Supervisor Doug Bachert, and the rest of the team.

In addition, a separate building adjacent to the existing warehouse was constructed for use as a locker room and shower room for mill team members. The locker room completes a uniform program that was implemented in the fall of 2016 for team member safety and product integrity.

Finally, a fall arrest system was added to the rail receiving area for team member safety. While an engineering challenge, the device was a high priority for the safety team. It will allow team members to safely sample ingredients received by rail. Sampling and ingredient testing are key parts of Wenger's quality assurance program. A similar installation is planned at the Hempfield Mill this spring.

**The additional space and segregation will allow for larger on-site storage resulting in improved efficiency, reduced potential for error, and less risk of running out of necessary material.**





## Prepared for VFD

On June 5, 2015, the Food and Drug Administration (FDA) published in the Federal Register its final rule amending the Veterinary Feed Directive (VFD) regulation. The VFD regulation was revised to facilitate its expanded use under FDA's antimicrobial resistance policies. These policies apply to animal agriculture drugs, which are also important in human medicine.

A VFD is a written statement issued by a licensed veterinarian that allows the use of a particular drug or combination of drugs in or on an animal feed. VFD regulations became effective on January 1, 2017.

The new regulations meant a change in policies and procedures for Wenger Feeds with plans created and changes implemented throughout 2016. VFDs had been common in the swine industry, so the company had plans in place to work with the new documents. However, the process was revised and digitized so it could easily be scaled to serve poultry as well. Information Technology (IT) Manager Nick Szmyd explained, "VFD's for swine feed were managed completely manually. The process we developed was new and encompasses all species."

The IT Team created a flag within the order entry system to mark all new orders with VFD drugs. Those orders then go through a series of steps to ensure all pieces are in place. It ensures there is a VFD in place for the VFD item and verifies the location for the order.

**"Like many other industries, agriculture is becoming more complex, but we're prepared to meet changing customer needs and changing requirements as they arise."**

A list of VFD drugs was defined in the system. When an order is entered that contains a VFD drug, it goes through several edit checks to confirm that a valid VFD is on file for the location. If a flock or group number is on the VFD, the system checks those fields as well. The date and dosage and any drug combinations requested must also match the information provided on the VFD.

Since the VFD is only valid for a period of time, the system was also set to check that the feed will be completely consumed by the animals before the expiration date of the VFD and within the feeding duration defined on the VFD.

Nick explained, "All orders when entered into the system go on hold. If all of these edits pass, it's taken off hold and passed onto operations for scheduling. If any checks fail, the order stays on hold. Customer Service is alerted to this, allow-

ing them to research and resolve the issue." The VFD documents themselves are being stored digitally in Laserfiche for the legally required time period.

"Like many other industries, agriculture is becoming more complex, but we're prepared to meet changing customer needs and changing requirements as they arise. We have a great team in place, and our customers can be confident that we have built an efficient and robust system to manage the VFD process," noted Jim Adams, Vice Chairman of the Board and Acting Chief Operating Officer of Wenger Feeds.



## Mills Now Scanning for Greater Efficiency

As part of a company-wide goal to reduce complexity and increase efficiency in all Wenger Group companies, the Information Technology (IT) team launched an initiative to digitize many of the documents in use throughout the organization. Daily, team members route documents and fill out forms to get orders processed and delivered, contracts revised, and procedures updated. The intelligence behind the automated workflow being developed by IT and powered by Laserfiche will allow for the automated capture of information thereby reducing time required and the need for paper storage.

One of the first items in this effort is the scanning of delivery tickets. The Rheems Mill was used as a test location for scanning delivery tickets as part of the ship/confirm process. Delivery tickets are scanned at the mill and processed in the office the following day. The pilot phase resulted in valuable feedback from Rheems Mill Supervisor Cory Winters and his team. Their comments and improvements were incorporated in the roll outs at other mills. As more mills started scanning, it allowed for earlier verification of delivery tickets and a reduction in invoiced errors.

**"More accurately invoiced orders will result in fewer corrections. Team members addressing customer concerns will access delivery tickets in Laserfiche, which allows for a real-time response versus the delay of searching for files and the back and forth of multiple calls."**

Document Management Coordinator Michelle Lombardo Smith explains, "The benefits of delivery ticket scanning internally are many, but the end result is that this is a benefit to our customers too. More accurately invoiced orders will result in fewer corrections. Team members addressing customer concerns will access delivery tickets in Laserfiche, which allows for a real-time response versus the delay of searching for files and the back and forth of multiple calls."

Furthermore, Michelle noted the importance of the team's commitment to the project, "During this roll out, team member contributions from the Manufacturing and Finance departments displayed a commitment to the success of the project and an understanding of its impact on our customers. This sense of ownership is one that we will expand on as additional processes are incorporated into Laserfiche, our corporate electronic content management system."

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## Services for Your Business

Wenger Feeds' sister division, Dutchland Farms, offers egg marketing and production, pullet growing, and flock services in the Mid-Atlantic United States. Many of these services can be of benefit to your business.

### **PULLET GROWING & FLOCK SERVICE**

A healthy pullet is the starting point for any successful and profitable layer flock, and Dutchland Farms schedules and grows over 8 million pullets a year with the capacity to grow caged or cage-free birds. With an extensive network of contract growers throughout the region, Dutchland has the capability and available capacity to grow both caged and cage-free birds to meet your specific needs.

In addition to pullet growing, Dutchland also offers technical service for your pullet, layer, turkey, or broiler flock. The Dutchland Team of highly-trained, licensed technicians are available on-call 24-hours a day and provide production management, health management, guidance for the implementation of food safety and animal care certifications, and testing for a variety of needs including regulatory requirements and live poultry market health certificates.

### **POULTRY HEALTH**

Dutchland also offers consultation on poultry health concerns including Veterinary Feed Directive (VFD) support through an exclusive consulting relationship with veterinarian, Dr. Eric Willingham.

### **EGG MARKETING SERVICES**

Dutchland Farms Egg Marketing Services sells nest run eggs from more than 3 million birds. Located in Lancaster County,



A Member of The Wenger Group™

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Pennsylvania, its warehouse is within a short driving distance of 20% of the United States' population. Working with each of the major egg processors in the region, Egg Marketing Services can help match your production to the customer that best complements your needs. In addition, the company's dedicated fleet can deliver your products throughout the Mid-Atlantic region and beyond and is staffed by knowledgeable drivers with experience hauling perishable products. Find out more at [www.dutchlandfarms.com](http://www.dutchlandfarms.com).





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