

MilloGram



OUR MISSION: Providing Quality Feed for Quality Food.

The Comprehensive Quality Program at Wenger Feeds: A Clear Differentiator

With more than 75 years in business, Wenger Feeds is a proven leader in providing Quality Feed for Quality Food.®

Quality is the totality of features and characteristics that fulfill both of your, our customer's, stated and implied needs. Quality is more than just a trademark. It is our commitment to you. This is the reason why quality is one of our core values.

Feed quality is an important manufacturing requirement because, as feed manufacturers, we're the largest partner of your live production, impacting the bottom line of your enterprise.

At Wenger Feeds, we believe quality is not an accident but the sum result of Quality Assurance (QA), the management of processes, and Quality Control (QC), the measurement of deliverables, that need to be constantly complementing and challenging each other so as to bring out the best of both.

Feed quality is an important manufacturing requirement because, as feed manufacturers, we're the largest partner of your live production, impacting the bottom line of your enterprise. Livestock performance is directly related to the quality of nutrients delivered and drives our focus on quality all through the nutrient channel. Feed quality is critical in delivering the nutrients in the best available form to the livestock and is a composite of diligence at every stage including sourcing, procuring, storing, formulating, manufacturing, transporting, and delivering to your farm. Quality of feed also impacts food's safety, which, when compromised, can affect the health and safety of your animals, and therefore, your business.

QUALITY AS A CORE VALUE

We take a holistic approach to quality and ensure that both quality assurance and quality control are key and equally enabled and empowered functions. We don't operate in silos. We ensure these functions collaborate and challenge each other for the best outcome of the final product. In addition, we can verify that promise with a comprehensive management plan, documented internal controls, and internal and external third-party audits.

At Wenger Feeds, maintaining quality is everyone's responsibility. Our management team is responsible for determining a quality product for the customer by examining both the things you can see, like pellet quality and particle size, and the things you can't see, like mycotoxin testing and nutritional profiles.

The food industry has evolved with consumers becoming more interested in where and how their food is made. As a feed supplier, our customers provide protein products throughout the United States and the world, and our unique system can help your business by delivering the quality feed products that your animals deserve while adhering to the traceability and transparency that consumers desire and safety demands. Our quality-centric approach involves creating clear policies, hiring the best talent, providing robust training, leveraging the power of automation, and prioritizing quality over everything.

QUALITY ASSURANCE

Quality Assurance is the process of managing quality. It is a way of preventing mistakes and defects in manufactured products and avoiding problems when delivering products or services to you. While we put the pieces in place to produce a quality product, we also monitor and verify our processes.

Each of our feed have unique nutritional characteristics that meet the needs of your animals, and as a company, we've

instituted a process-based approach. Our QA Team sets the parameters for our product quality with documented procedures and policies backed by constant reviews and updates, and verified by audits.

With the right ingredients on board, we must then ensure we're making a quality finished feed by monitoring the processes and equipment that touch the feed. Equipment testing is an important part of quality assurance. Equipment is maintained and inspected on a set schedule to ensure it is operating within specifications. Mixers are tested regularly to ensure we achieve a correctly blended mixture. All meters and scales are calibrated regularly.

The manufacturing stream is sequenced and flushed to limit the risk of cross contamination of feed ingredients across feeding systems programs. We also employ a medication interlock to ensure that all flushing and sequencing rules are followed and to meet our customer requirements.

Our QA team makes unscheduled visits to our locations to check on maintenance and manufacturing activities. Our Quality Management System is audited both internally and externally every year.

We sample every load and keep retained samples for eight weeks. Should a problem arise, we have a robust non-conformance process that includes a root cause analysis to ensure we find the cause of errors, control the non-conforming product, and institute change to avoid repeating mistakes.

Finally, we have an in-house team dedicated to providing both initial and ongoing training to our Team Members to ensure they have the knowledge they need to make a superior product.

QUALITY CONTROL

Quality Control is the process of the measurement of quality, a process by which the Company reviews the quality of all factors involved in production. The QC function at Wenger Feeds defines the measurement parameters for every stage of feed production including setting and verifying nutrient specifications; manufacturing parameters such as grind size, pellet quality (pellet durability index, fines), vendor evaluation, supplier management, and training requirements. The QC function is enabled by the in-house analytical capabilities of the Wenger Nutrition and Quality Laboratory.

The Company buys ingredients only from approved suppliers who have a verified track record of supplying ingredients that meet our specifications and are tested regularly to validate compliance with our requirements. All hauler paperwork must match the purchase order issued by our procurement division, Nutrify. We audit and verify our products. Full feeds are tested regularly to ensure we are producing feed to the desired nutrient profile.

Incoming ingredients and finished feed are tested for a set of quality control parameters as identified by the QC and Nutrition functions for compliance. These parameters include tests at the point of origin, at the point of receipt, and post-production. Any non-conformance is treated seriously passing through a rigorous process of root cause analysis and corrective action.

Nutrition is a key part of the puzzle as our team formulates feed based on accurate values of nutrients in the ingredients we receive. Our nutrition team then uses those inputs to formulate nutrients to deliver the precision nutrition your livestock requires.





THE IMPORTANCE OF SAMPLING

With our teams conducting ingredient and finished feed sampling, it's important to get an accurate sample. Our procedures detail where and how to draw a sample, and our training reinforces this crucial detail. The feed and ingredient samples are tested in-house for protein, fat, fiber, moisture, amino acids, mineral, and mycotoxin profiles.

The data is used by key department functions, like Nutrition, to improve rations and is used by our purchasing team to track our suppliers. The sales team uses the data to communicate to customers.

Each step has been instituted to ensure that our customers consistently receive safe, quality feed.

BIOSECURITY

Biosecurity in feed mills has become an important part of the feed processing and manufacturing industry. The goal is to lower the risk of pathogens being introduced into the facility. All of our facilities are locked to outside visitors with footwear sanitation pads or sprayer units stationed at the entrance. Our team performs regular housekeeping and sanitation and promptly cleans spills. We have also established a comprehensive plan for rodent and bird control. To maintain consistent control over the quality steps and the manufacturing process, we perform quality assurance audits and process checklist verifications regularly. Our teams work together with operations and hold each other accountable for the quality of the final product.

Finally, we are also accountable to the FDA, which is the primary federal regulatory agency responsible for the safety

of animal food. They establish standards on feed hazards, manufacturing, labeling, packaging, storing, and distribution and enforce those guidelines with unannounced inspections and investigations.

FOOD SAFETY

As feed manufacturers we're part of the food chain, and the procedures we've put in place to address food safety help to protect your business.

The Food Safety Modernization Act (FSMA) was signed into law on January 4, 2011. The FSMA has given the Food and Drug Administration new authority to regulate the way ingredients or grains are grown, harvested, and processed.

FSMA aims to ensure the U.S. food supply is safe by shifting the focus to preventing contamination, rather than responding to it. The law applies to human food as well as to food for animals, including pets. All Wenger mills adhere to FSMA guidelines.

Wenger Feeds also has a robust Hazard Analysis Critical Control Point plan (HACCP), which is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement, and handling, to manufacturing, distribution, and consumption of the finished product.

QUALITY AND SYSTEMS CERTIFICATIONS

At Wenger's, all policies, processes, procedures, and work instructions form part of the proprietary Wenger System (WS) that governs implementation uniformly across the network for a consistent delivery of quality. Additionally, the quality management systems of the WS are certified for compliance

PCQI CERTIFIED

Within the FDA's Food Safety Modernization Act (FSMA) is a provision known as the Preventative Controls for Human Food Regulation. The goal here is to prevent foodborne illnesses through the safe preparation of food products for human consumption in the United States. This regulation requires food and beverage facilities to have at least one Preventive Controls

Qualified Individual (PCQI) to lead the creation, application, and verification of risk-based preventative controls. PCQI is responsible for preventative controls, compliance, and recall plans. The Wenger Group has 30 individuals from throughout the organization who are PCQI Certified.



Brad Wagner
Senior Vice President and
Chief Operating Officer -
Manufacturing



Greg Nell
Manufacturing Quality
Assurance Manager



Dr. Raj Kasula
Senior Vice President and
Chief Nutrition Officer



Leon Heisey
Feed Manufacturing
Services Director

by International Organization for Standardization (ISO) for the quality standard ISO 9001, since 2004.

In addition to ISO, the company also has several additional certifications including Non-GMO, Organic, and Safe Quality Food.

NON-GMO AND ORGANIC

Our Nutrify ingredient warehouse and two of our feed mills, Shippensburg and Hempfield, are certified to process and handle non-Genetically Modified Organisms (non-GMO) feed and ingredients. This calls for testing for the presence of genetically modified ingredients. These facilities are audited every year to ensure they are adhering to non-GMO guidelines. All changes to non-GMO formulations are approved by the certifying body before they are implemented.

Our Nutrify ingredient warehouse, the Soy Plant, and our Shippensburg and Hempfield feed mills, are certified to handle and process organic feed and ingredients. These facilities are audited every year to ensure they are adhering to organic guidelines. This scrutiny extends to organic feed formulations.

SAFE QUALITY FOOD

Recognized by the Global Food Safety Institute (GFSI), the Safe Quality Food (SQF) family of food safety and quality codes are designed to meet retailer and buyer needs.

The Rheems Mill is certified to food sector category 34, the manufacture of animal feeds, and is audited once a year.

The certification aids our customers who adhere to the program and wish to use the SQF seal on their products as a mark of their commitment to safe food.

OUR RESOURCES AND YOURS

Brad Wagner

Senior Vice President and Chief Operating Officer – Manufacturing

Brad Wagner holds a B.S. in Accounting from Messiah College and has served as Chief Operating Officer since 2019. Brad brings more than 20 years of experience in feed milling including as president and co-owner of Hooper Feeds and L&K Feed Mill, which are now members of The Wenger Group.

Greg Nell

Manufacturing Quality Assurance Manager

Greg Nell has spent his entire career of 39 years here at Wenger Feeds. He has had the opportunity to work at every position in Manufacturing from Mill Operator to Regional Manufacturing Manager with most recently taking on the new role of Manufacturing Quality Assurance Manager. Greg works to ensure the best quality feed is delivered to our customers.

Dr. Raj Kasula

Senior Vice President & Chief Nutrition Officer

Dr. Kasula earned a Doctor of Veterinary Science, a master's degree in Animal Nutrition and Immunology from Marathwada Agricultural University, India, and is a certified Professional Animal Scientist by ARPAS. Raj has an extensive background and experience spanning more than 30 years globally across more than 30 countries in animal feed and nutrition, technical support, product development, and research and development with several science-based global companies. He oversees the entire Quality Assurance and Quality Control program at the Company.



Justin Collins
Quality and Food Safety Manager



Tony Bucha
Quality Continual Improvement Specialist



Jesse Sanders
Manager, Nutrition and Quality Laboratory



Charlie Drescher
Manufacturing and Customer Quality Leader

Leon Heisey **Feed Manufacturing Services Director**

Leon Heisey spent his career in various engineering roles in food production before coming to Wenger's to provide direct oversight and mentorship to our Engineering, QC, and Environmental Health and Safety teams among other duties. He earned a bachelor's degree and a Master of Science Degree in Agricultural Engineering from the College of Engineering from Penn State University.

Justin Collins **Quality and Food Safety Manager**

Justin Collins has spent his career in feed manufacturing for several regional feed manufacturers before coming to Wenger's in 2019. With experience in both operations, safety, and quality assurance, Justin leads a team that oversees quality assurance at our ten locations and coordinates heavily with the laboratory.

Tony Bucha **Quality Continual Improvement Specialist**

Tony Bucha earned a Bachelor of Science in Chemistry from

Millersville University and previously worked as a Quality Assurance Laboratory Technician for Turkey Hill Dairy.

Jesse Sanders **Manager - Nutrition & Quality Laboratory**

Jesse Sanders holds a Bachelor of Science in Plant Science from Penn State University and has held numerous positions specializing in quality control for both human and animal products. Jesse joined The Wenger Group in 2013 and currently oversees a five-person team at the Company's Quality Assurance Laboratory.

Charlie Drescher **Manufacturing and Customer Quality Leader**

Charlie Drescher brings more than 30 years of feed milling experience to the team having first served in Manufacturing including as a Mill Supervisor before moving into a role in Quality in 2013. Charlie works closely with both departments to investigate non-conformances and enhance the company's Quality Assurance.

QUALQUEST™

Today's consumer is extremely informed and concerned with both the animal welfare and the food safety aspects of the products they buy. QualQuest, from The Wenger Group, is a consumer-facing mark designed to guarantee quality and food safety. QualQuest also enables our customers to differentiate in their business environment.

Please stay tuned for more information on this program.





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A Key Differentiator

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