ICAR Benchmark Service Report

June 2006

ICAR Benchmark Service

• Service Overview
• 2005 Highlights
• 2006 Benchmark Plans

ICAR Benchmark Service

Who can Participate?
– Any Dairy Herd Recording Agency
– No Agency Size Requirements
– ICAR Membership not required

ICAR Benchmark Service

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

ICAR Benchmark Service

Benchmark Overview

– 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”

ICAR Benchmark Service

What will you Receive?

– Explore World-Class Performance
– Improve Your Service & Retain Customers
– It’s “Just Good Business”
ICAR Benchmark Service
Benchmark Overview

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

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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2005 Benchmark Highlights
BASED ON 2004 CALENDAR YEAR DATA

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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CUSTOMER SERVICE & QUALITY

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

Test to Lab – Service Speed
[Time in Days]

Same Day Lab Analysis
[Percentage of Samples Analyzed the Same Day Received]

Percentage of ‘Clean Tests’
[Herd Tests that do not require editing or handling]

Reports Mailed Within 5 Days
[Percentage of Total Herds Tested]
### Field Technician Training

- **Hours per Year per Technician**

### Hours Training – Lab Staff

- **Hours per Year per Technician**

### Advisory Services

- **Percentage of Total Herds Serviced**

### Operational Parameters

- Distance Driven Per Test
- Cows Serviced per Field Technician
- Lab Analysis Costs
- Samples per Lab Technician Hour

### OPERATIONAL PARAMETERS

- **Average Km Driven per Test**

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**ICAR Benchmark Service Report**
Governance Cost Per Herd
[Annual Cost per Herd in Euro]

Within-Country Comparison Governance Cost per Herd
[Annual Cost per Herd in Euro]

Amortization as Percent of Total Expenses
[Percentage of Total Expenditures]

2005 Benchmark Highlights
BASED ON 2004 CALENDAR YEAR DATA

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

2006 BENCHMARK PLANS

ICAR Benchmark Service

Service Challenges
- Language & Terminology
  - Common language
  - Different terminology by region
- Dynamic Service
  - Continual Changes and Improvement
  - Finding the Right Measures
1. Contact ICAR
   • More Information (see ICAR website)
   • 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