



# GOLDEN CHEESE COMPANY OF CALIFORNIA AND ORKIN COMMERCIAL SERVICES:

## A PARTNERSHIP FOR QUALITY ASSURANCE

### THE CHALLENGE: QUALITY ASSURANCE A MUST

Golden Cheese Company of California operates the largest and most sophisticated, fully integrated cheese and whey processing facility in the world. Every day, more than 100 trucks arrive at Golden Cheese from dairy producers – all members of Dairy Farmers of America – to provide the plant with a consistent supply of fresh, high quality milk. The 420,000 square-foot plant covers 10 acres of its 34-acre site and employs more than 400 people.

The sheer volume of an operation like the one at Golden Cheese calls for extensive quality assurance at all stages of production to achieve high-quality products and meet all regulatory requirements. Quality assurance personnel for Golden Cheese's customers inspect the plant weekly. The United States Dairy Association (USDA), American Institute of Baking, and even rabbis in the Kosher approving body audit the facility regularly.

### THE SOLUTION: AN ORKIN GOLD MEDAL PROTECTION<sup>SM</sup> PROGRAM

Because quality assurance is so critical to Golden Cheese, the company partnered with Orkin Commercial Services to develop a Gold Medal Protection program. Orkin's own Quality Assurance Team tailored Golden Cheese's Gold Medal program to the specific needs of its California facility. After the initial setup, Orkin technicians began performing the service for the facility using state-of-the-art baiting and monitoring systems to help prevent problems before they begin. Technicians

also maintain computerized monitoring and documentation systems on site for reference during the almost daily inspections by regulatory agencies and Golden Cheese customers.

Communication between Orkin and Golden Cheese's staff is critical to the program. After every weekly visit, Orkin's technician meets with Golden Cheese's quality assurance manager to report and resolve potential problems. Detailed pest and sanitation records, including service reports, pest monitoring logs and pesticide usage documentation, are then stored inside a locked Monitoring Center on site.



To further guarantee quality, an expert from Orkin's Quality Assurance Team inspects the facility quarterly to monitor the effectiveness of the program. This system ensures that the regular technician is vigilant in his inspections and treatments and more importantly, ensures that the program is working.

*“Orkin has taken the worry and frustration out of our plant inspections. They know how to communicate with our staff, document pest-related information and most importantly, keep pests out of our facility.”*

– Dr. Brent Dobson, Director of Quality Assurance and Product Development, Golden Cheese Company of California

“We choose suppliers who can help us uphold our reputation as an outstanding, high-quality food processor,” says Dr. Brent Dobson, Golden Cheese's Director of

Quality Assurance and Product Development. “We needed to rely on a company with a strong track record in effective pest control, a company whose technicians follow strict safety and sanitary procedures. Orkin Commercial Services has taken the worry and frustration out of our plant inspections. They know how to communicate with our staff, document pest-related information and most importantly, keep pests out of our facility.”