

Quality Control

NUTRIENCE

No by-products. No fillers. No added glutes.
No bad anything.



Introduction

Pet food success would seem to boil down to two simple concepts: taste and nutritional performance. A broader discussion of this topic would eventually involve marketing, packaging and price, but there would probably be little mention of perhaps the most important factor for success - quality control.



Nutrience food use only the finest ingredients. Each batch of raw materials undergoes quality control testing before being accepted or rejected.

Procedures

Quality pet food starts with quality ingredients. The state of the art manufacturing facility in Waverly, New York, houses over 125 various raw materials. Many of these are micro nutrients, but each is important in assuring the superior nutritional performance associated with Nutrience formulas. Imagine the sophisticated computerized technology necessary to precisely control consistent levels of all these supplemental nutrients, considering all the possible formulation specifics and batch lot sizes. One of the easiest decisions is a commitment to initial quality, so each specific nutrient is obtained from FDA certified suppliers only.

We take macro nutrients no less for granted and have established Nutrience as a 'tough customer' in the general marketplace. Rarely will we receive other than the highest standard of raw materials, but we maintain our original vigilance. Each delivery is spot probed with a long brass sampler and subjected to a battery of vital tests before it is even unloaded.

Infra-red analysis provides immediate protein, fat and moisture levels and samples are subjected to what is known as a 'P.V. analysis' while the raw material is still in a holding bin. P.V. or peroxide value is the most accepted test for rancidity in the industry. As fat degrades, levels of peroxide rise. Peroxide itself precipitates fat rancidity, resulting in a cascade effect if left unchecked. Of course, a poor P.V. result is cause for load rejection long before we need to concern ourselves with this consequence.

All grain deliveries are pre-tested in the in-house laboratory for appropriate mycotoxins. These by-products of fungal contamination must be avoided at all costs. Accepted product is then subjected to a series of screening and filtering procedures to assure cleanliness before reaching its computer governed location in storage.



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A sample of every accepted ingredient is placed in an airtight container and kept for future reference. Each sample is maintained for the full extent of the ingredient's shelf life. Additionally, samples of every finished formula are stored in a similar fashion and are available for any testing upon request.

Procedure Breakdown

- Raw ingredients are sourced from approved suppliers only.
- Ingredients must meet the specifications as described on the specification sheet.
- Visual inspection is carried out for cleanliness of the product, smell and absence of foreign material.
- In-house analyses are performed with infrared for moisture, protein, fat, fiber and ash.
- A measure of the PV of each ingredient susceptible to fat oxidation and a mycotoxins test is made on all incoming cereals.
- These tests are utilised for acceptance or rejection of the ingredients.
- Once accepted each ingredient is allocated to a specific storage bin.
- Two outside laboratories run more complete proximal analysis, as well as stability and microbiological tests.
- Retained samples of the ingredients are kept for 12 months.
- A computerized mixing system ensures the correct quantities are added to the blend.
- Constant monitoring of moisture, shape and kibble size is recorded during production.
- Monitoring of temperature and time exposure during pre-conditioning and extrusion.
- Magnets and screens are at different sites along the production line to prevent presence of metal or other foreign materials in the ingredients from being present in the finished product.
- Water activity measurement to prevent mold development in the finished product.
- Accurate application of liquids on the feed at the rotary coating system.
- Precise control of temperature and moisture at the cooling and drying stage.
- The pet food formulation must meet the AAFCO standards.
- After a visual inspection of the finished product we verify the appearance and shape of the kibble.



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- Additional analysis is done in-house and by outside laboratories to further verify the nutritional standards and confirm the absence of toxins and bacteriological contamination.
- The stability of the product is evaluated to meet our minimum guarantee of 15 months shelf life.
- Proper identification of the finished product avoids potential errors during transport and delivery of the product.
- Retained samples of finished products are kept for 12 months.
- Feeding trials are performed on all finished products to further ensure the quality of the product.
- The plant is maintained under strict sanitary control to satisfy the AIB certification and comply with the different government regulations and the annual inspection from USDA, FDA, AIB and some export customers.

Finished Product

During production, a sample of food is taken every half hour for visual inspection and for infra-red analysis. Any concerns can result in an immediate stoppage in production until changes are made.

All negatively affected product can be, and is, removed prior to packaging. The visual inspection monitors kibble shape and size and verifies appropriate application of digests and fats, while the technical analysis assures ongoing consistency in protein fat and moisture levels.

Similar post production assurance testing is performed by a certified third party laboratory. Bags of every formula are randomly selected from the production line to be sent to independent test feeding facilities. Product is initially evaluated for acceptance and palatability and stool consistency is noted & recorded regularly over a three day period. Any gastro-intestinal disturbances mandate determination of the cause prior to any product being released for sale. Both canine and feline diets are subjected to similar protocols and feline diets are checked for urinary P.H. performance on a routine basis.

As stated, a sample of every mill run of Nutrience food made is kept for reference. By sending us a product and date code, we can compare field vs. stored samples for every formula produced. This protocol helps determine the actual source of any reported problem.



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One additional control parameter is a little less official. Every pet, of every employee involved with the production of Nutrience is consuming one of our formulas. There have been innumerable times when consumers have questioned a Nutrience formula and after initial examination, we have fed the product to our own pets for final reassurance. To this point we can honestly say, that aside from one case of mouldy food which we did not feed, none of the questioned product we subjected our pets to proved cause for concern.

There are a multitude of factors that affect the health and well-being of pets on a daily basis and most of these have a direct or indirect impact on feeding behaviour and gastro-intestinal symptomatology. Nutrience is 'real food', affected by the same environmental dynamics as a loaf of bread or a bottle of milk from the supermarket or dairy, but the product that leaves the production plant in Waverly, New York, is the best it can be.
