

Module 10: Technical Advice and Assistance

Goal To provide instructions to in-plant inspection personnel on how to secure technical advice and assistance.

Objectives After completing this module, participants will be able to:

1. Know whom to contact for technical advice and assistance.
2. Understand the role of supervisors in providing technical advice and assistance.
3. Know when and how to contact the Technical Service Center for advice and assistance.

Video Exercise

As you watch the video, please answer the following questions:

1. What are the most common sources of technical advice and assistance?
 - a. _____.
 - b. _____.
 - c. _____.
 - d. _____.
 - e. _____.

2. Who may contact the Technical Service Center for technical advice and assistance?
 - a. _____.
 - b. _____.
 - c. _____.

3. Where is the Technical Service Center located?

4. Where is the FSIS Training Center located?

5. What is the preferred method of communication with the Technical Service Center?
Primary:

Secondary:

6. What are three major components of the Technical Service Center mission?
 - a. _____.
 - b. _____.
 - c. _____.

TECHNICAL SERVICE CENTER FACT SHEET

- **TSC Goal:**
 - A. **Response time:** The TSC will respond to questions received during business hours within a 2 hour time frame. The response may be an answer, or may be to let you know that the question is being researched and that the answer will be provided later.
 - B. **Answers:** The TSC will attempt to provide an answer to all questions within 1 working day.
 - C. **Accuracy:** Information provided by the TSC will be accurate, consistent, and timely.
- **Coverage:**
 - A. **Live:** Since January 1998, there is live coverage of the TSC from 6 a.m. to 6 p.m. Central Time Monday through Friday.
 - B. **Electronic:** Answering and paging systems will be available at the TSC 24 hours a day, 7 days a week. This began in January 1998 before HACCP implementation.
- **Expertise:** The TSC has brought together individuals with expertise from all parts of our former organization to assist you. This staff is dedicated to meeting your needs.
- **HACCP questions:** When training is completed, employees who have questions about clarifying the new requirements should contact the TSC. The TSC staff will analyze all questions and answers for use in information to be distributed to all field personnel (e.g., Q&As).

- **Contacting the TSC:**

- A. **HP Desk/E-mail** - This is the preferred method for contacting the TSC. The account name is TECH CENTER. On the subject line, type HACCP. It is recommended that you CC your supervisor.
- B. **800 number** - Call 1-800-233-3935 and state that you have a HACCP implementation question.
- C. **Fax** - Dial -402-221-7438. List on the cover page that this is a HACCP implementation question.

- **Supervisory involvement**

Although it is not required that questions to the TSC be sent through your supervisor, we encourage you to involve them in the process when they are available because:

- A. they are a valuable resource.
- B. they will assist in ensuring consistency of information delivery.
- C. it allows them to be part of the problem solving process.

Supervisors will be informed of questions received and answers given at the TSC pertaining to standards and disputed issues. Questions pertaining to common issues, such as locating regulatory references, will not be referred back to supervisors.

Note: The TSC will not referee disputes between inspection personnel and plant management, nor rule on appeals. This is a line management function. The TSC role is to provide either party with the standards and other technical information needed to understand, implement, apply, and enforce regulatory requirements.