



### Culture: Growing Dairy Exports focuses on understanding the regulatory decision-making process for export requirements.

The course emphasises the importance of proactive-problem solving, root cause analysis, holistic regulatory approaches, critical thinking strategies and continuous improvement. It also shows how a learning culture can help better manage a dairy manufacturing business.

By completing the course, we hope that within your company there is a greater understanding of all users within the system and that it is up to you to be proactive in finding issues and use your problem solving and critical thinking skills to ensure action is taken to fix the issue and ensure it doesn't occur again. You will understand the different roles within the system including the role and perspective of an export regulator and how we can all work as a team to continue to build Australia's reputation of having quality and safe dairy products.

### To get the most out of this training we recommend that you



Get the whole team to complete the course. By encouraging staff at all levels to participate in this course, you can instil behaviours that improve your self-regulation, leading to potential cultural and reputational benefits for your business



Make sure you have headphones to enjoy the animated scenarios and videos throughout each of the modules



Access the toolkits and resources in the 'Briefcase' to see how you can implement what you have learnt into your everyday work



Access the course via your smart phone, tablet, laptop and PC. This course requires cookies to be enabled in your web browser

### The complete course is now available to you

- 1. A growth industry**  
Further develop your understanding of Market access, proactive problem solving and effective communication.
- 2. Growing market access**  
Get to know the process for becoming export registered, maintaining and growing export dairy market access.
- 3. Root cause analysis**  
Understand root cause analysis, systems thinking and continuous improvement practices to enhance problem solving and quality control.
- 4. Culture is key**  
Examine how culture influences outcomes and consider strategies to improve culture within dairy export manufacturing.
- 5. Set for growth**  
Consider the importance of being audit ready every day and working productively with regulators in growing export dairy manufacturing.

Scan the QR code or click the [link](#) to access the training modules

Should you experience log-in issues, please email [atc@csu.edu.au](mailto:atc@csu.edu.au) with details of the issue

