



10 PROGRAMS -10 CITIES -13 HOURS OF CE CREDIT

Vident University 2010

April 16, 2010 Day 1 LECTURES

Featuring Guest Speakers:



Mark Murphy, DDS, FAGD



Mary Borg

Quality Dental Laboratory Systems and Lean

- Reduction of non-conforming products
- Increased customer satisfaction
- Traceability of patient contact materials, shortened cycle times
- Identification and elimination of waste
- Empowerment of employees and management in continuous process improvement

Sounds great, right? Join SafeLink Consulting's President, Mary Borg, in this informative session illustrating how you can make all of the above happen in your lab. Through proper design of your Quality System including the principles of lean, you too can generate improved efficiency and savings in your lab. Mary will introduce you to one of the lean tools, 6S (Sort, Set in Order, Shine, Standardize, Sustain and Safety), which will take you on your way to elimination of waste and greater process improvement regardless of your lab's size.

Thriving in Challenging Times

Today's economy is indeed a challenge but many Labs are not only surviving but actually are thriving. Although dental laboratories come in all shapes, sizes, and types, the keys to success are the same. A thriving dental laboratory business today requires managers to be actively and aggressively engaged in their business. Working 'on' not just 'in' the laboratory We will discuss specific things Lab Managers need to help their Dental Lab business thrive and empower their team;

- Monitoring Key Business Indicators
- Understanding your product costs
- Pricing for profit
- Importance of productivity.

We will review the cases of actual dental labs (names removed to protect their identity) some of whom are thriving and some of whom are failing so you can learn from their example. You will come away with some solid ideas that you can use to make your Lab thrive.

Vident University 2010

Denver, CO

April 16-17, 2010

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\$395 Program Tuition (Day 2 only)

\$450 Full Program (Day 1 & 2) with \$75 Product Credit

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