

3M ESPE's Six Sigma at Work – Setting the Standards in the Dental Industry

Pacific Dental Services, Inc. Case Study featuring 3M™ ESPE™ Impregum™ Penta™ Soft Quick Step Impression Material and 3M™ ESPE™ Pentamix™ 2 Mixing Units

3M ESPE recently implemented Six Sigma methodology on behalf of a customer – Pacific Dental Services, Inc. (PDS), a 63-office dental practice management group based in Huntington Beach, Calif. The project's objective was to improve PDS's business processes that increase productivity, optimize chair time and reduce stress in the dental office. The initial feedback is encouraging.

SITUATION OVERVIEW

- Effort focused on three PDS-affiliated offices, all located in Southern California
- 200 single-unit crown procedures examined/10 dentists featured

GOALS

- Decrease existing average crown seating time from 26 to 15 minutes
- Decrease existing crown adjustment rate from 83% to 20%
- Increase overall office productivity and customer satisfaction

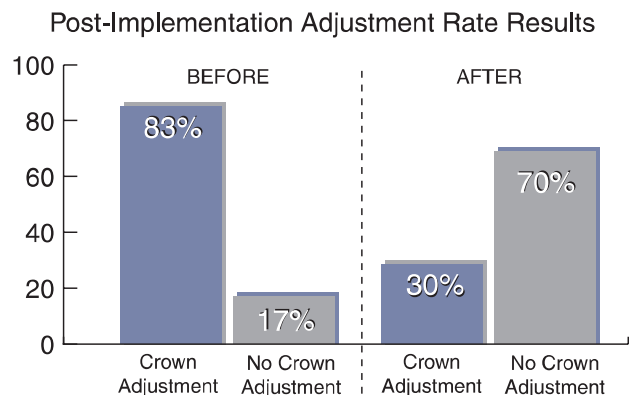
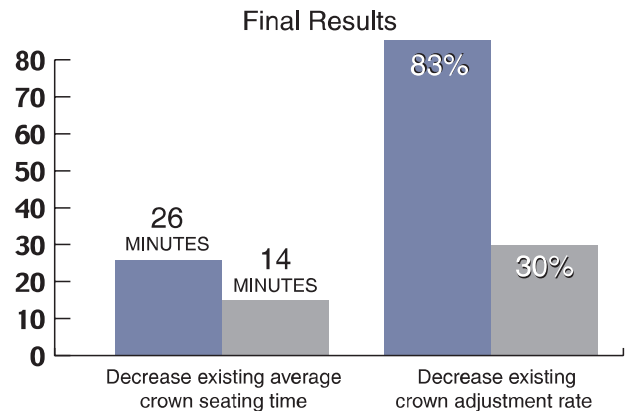
METHODOLOGY

- Removed existing impression materials out of identified PDS-affiliated offices and replaced them with:
 - 3M™ ESPE™ Impregum™ Penta™ Soft Quick Step Impression Material
 - 3M™ ESPE™ Pentamix™ 2 Mixing Units

RESULTS

Since utilizing the new products:

- Crown adjustment rates – Decreased from 83% to 30%
- No crown adjustment needed 70% of the time
- Decreased average crown seating time to 14 minutes
- Potential increase in production for PDS-affiliated offices of \$48,000 per month



The use of Impregum™ Penta™ Soft Quick Step Impression Material and the Pentamix™ 2 Mixing Units led to more accurate impressions taken faster than those with the previous material.