

Laboratory lives

Laboratory
100th Special Celebratory
issue

A selection of technicians share their experiences of the tech trade

How did you get into dentistry?

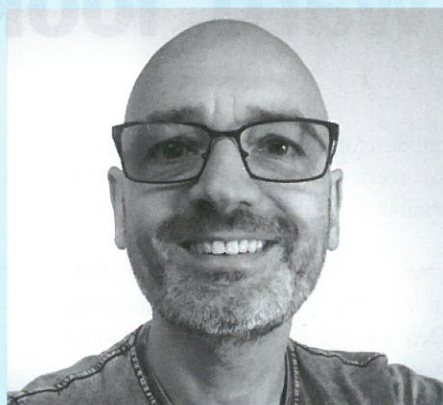
My dad was a technician and, to be perfectly honest, at that age I was too lazy to think about doing A-levels so I left school with a good range of O-levels and enrolled at South London College.

Who (or what) was the biggest influence in your early years in dentistry?

My first job was at an in-house laboratory in a London West End dental practice. The dentists were extremely high profile seeing lots of demanding patients. Being able to see almost every case that I made fitted had a huge impact on both my technical skills and desire to continuously improve.

What has been the biggest change/advance you've seen during your career?

Is the biggest shift I've seen is in need for



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laboratories to engage in the business side of things. It was my recognition of this in 2004 that led me to start my Masters in

business, I just wanted to improve the laboratory from a business point of view.

Make a prediction for the next five years.

In business there are drivers, passengers and hedgehogs. the same applies to dental laboratories.

- Drivers will drive the industry forwards, looking at new ways to improve quality and develop themselves and their business. These laboratories will thrive over the next five years.
- Passengers will look to the drivers, they will get there eventually but will only go in the direction that the drivers take them. These laboratories will have mixed success over the next five years, some of them will survive, some of them won't.
- Hedgehogs sit in the middle of the road and do nothing - these laboratories will get squashed!

How did you get into dentistry?

It was a local advertisement in the newspaper for a plaster room worker, I initially thought it was to do pottery, but I then researched the company online and find out more about dental technology and started my apprenticeship.

Who (or what) was the biggest influence in your early years in dentistry?

John Gerrard, my ex boss for not only training me in dental dechnology but for also training me on the business and management side of running a lab. John C Ness of PTC Dental training, for his protocols and procedures.

Jim Glidewell of Glidewell Dental Laboratories, I remember reading an article when I first started on how he had started, it's truly amazing how one man has created a business of that size in dental technology.

Dr John P Frush of the Swissedent Foundation, the removable prosthetics godfather, if you know your dentures you will know who he is, he researched

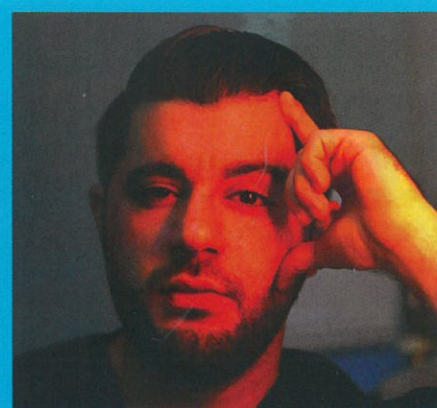
and developed prosthetics 40 years ago and the techniques and tools he had created are still used in dentistry to this day.

What has been the biggest change/advance you've seen during your career

The use of digitalisation: a simple example, we would send a case to Atlantis and it will have 2-3 days in transit, now we digitally send across the file via our digital department within the same day the order has been received, designed, approved and is sometimes shipped back to us on the same day.

Make a prediction for the next five years.

The use of 3D printing and digitalisation will become more widely used, the only fear I have is the understanding of the dentistry may be lost in translation, utilising digital technology should be used as a tool to get better results and become more productive and accurate, not as a tool to solve a lack of understanding.



Kash Qureshi

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Dental technicians will be more computer literate and using more advanced computers. We will be more advanced in providing quicker turnaround times for laboratory work but commercially the costs will be higher in order to facilitate.