



B.I.C.S & AUDIT
QUALITY ASSURANCE TOOLS



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David SantoPietro

The Quality Control Team & Certification Process

Biogenic is committed to providing total quality and customer satisfaction through the involvement of its employees, suppliers and customer base. Through continuous improvement of our products and services, we strive to meet or exceed our customer's expectations the first time, on time, every time. Making the business experience within each of the laboratory departments one of consistency and long-term value, continues to be Biogenic's number one priority.

Biogenic Dental Corporation and our Doctor Care Team understand how critical meeting your individual requirements are to your practice. We also believe that your laboratory must provide much more than great laboratory successful case management and treatment planning.

Our highly skilled senior technical team will work with you from start to finish, ensuring your patients' ultimate satisfaction. Our team has mastered the art and science of restorative fabrication, the understanding of materials and their applications; as well as troubleshooting problematic cases before they reach your chair.

Biogenic Dental Corporation remains on the cutting edge when providing the latest in technologies and restorative materials. This expertise allows us to provide you with the latest techniques and material education to aid you in developing the ideal "blueprint" for all your prosthetic needs. We can share critical, proven data on new technologies and materials such as e.max, CAD/CAM solutions and implant applications. Finally, we will provide insight and procurement of the latest tools placing your practice on the cutting-edge of dentistry while remaining "behind the blade".

Contact us to discuss your very next case. 1.800.367.3322

The QC Certified™ process occurs with checkpoints at every step of the way with every case that goes through the lab. Our QC team leaders make sure that our name spells quality; ensuring the very best fit and finish whether you're prescribing porcelain fused to metal crowns and bridges, or one of our many cosmetic solutions such as: high quality porcelain inlays, onlays, laminate veneers, or pressable all-ceram crowns and short span bridges. The Biogenic team does extensive research on the latest C&B and ceramic technologies adopting only the most successful systems. With today's mega marketing vendors, this is a crucial step that helps our customers avoid any disastrous chairside failures of systems that have not yet been time-tested and proven. Every unit produced has our unconditional **GUARANTEE!**

Biogenic Case Audit Program

Fax to 315.797.6165 attention Paul Intino.

(Please Print)

Doctor Name: _____

Patient Name/ID: _____

Filled Out By: _____

TECHNICAL CUSTOMER SERVICE	Poor	Avg.	Exc.	NA
a. How would you rate the person you talked with?				
b. How would you rate their technical knowledge?				
c. Did you have to speak with more than one technician?				
d. Did they bring value to your practice?				
e. Did they show genuine care for your needs?				
f. How could we improve our technical support to you?				
g. Additional comments.				
CUSTOMER SERVICE	Poor	Avg.	Exc.	NA
b. How would you rate your overall communication with the lab on this case?				
c.				
d. How could we improve our customer service to you?				
e. Additional comments.				
SCHEDULING/DELIVERY	Poor	Avg.	Exc.	NA
a. Was your case delivered in a timely manner?				
b. Were you contacted about changing the date of completion?				
c. How would you rate the delivery drivers' overall service?				
d. How could we improve our scheduling/delivery service to you?				
e. Additional comments.				

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CROWN & BRIDGE			
a. Occlusion	Good	High	Low
b. Contacts	Good	Light	Heavy
c. Contour	Good	Bulky	Under-contoured
d. Margins	Good	Short-Open	Over-Extended
e. Anatomy	Good	Average	Poor
f. Fit	Good	Tight	Loose
g. Shade	Good	Light	Dark
h. Did this case require much chair-side adjustment?			
e. Additional comments.			
CAST PARTIAL			
a. Frame Design	Good	Too many Clasps	Not Enough Clasps
b. Occlusion	Good	High	Low
c. Clasp Adaption	Good	Tight	Loose
d. Clasp Contour	Good	Thin	Bulky
e. Overall Finish	Good	Average	Poor
f. Did this case require much chair-side adjustment?			
g. Additional comments.			
DENTURE			
a. Tooth Arrangement	Good	Over Character.	Under Characterized
b. Occlusion	Good	High	Low
c. Borders	Good	Thin	Over Extended
		Thick	Under Extended
d. Post Dam	Good	Light	Heavy
e. Festooning	Good	Light	Heavy
f. Overall Finish	Good	Average	Poor
g. Additional comments.			

Doctor, please take a moment to fill out the following department sections with your GENERAL PREFERENCES so that we may store them in our computer system and refer to them on future cases in an effort to avoid additional calls to your office.

Please fax, mail, or return to Biogenic with your next case.

BIOGENIC DENTAL CORPORATION
ATTN: DOCTOR CARE
282-284 GENESEE STREET
UTICA, NY 13502

TOLL FREE: 1.800.367.3322
LOCAL: 315.797.4022
FAX: 315.797.6165
EMAIL: INFO@BIOGENICDENTAL.COM

CAST PARTIAL
A. PALATE SHAPE
B. CLASP TYPE
C. KENNEDY BLANKET Open Closed
D. METAL TYPE
E. FULL METAL PLATE Metal Postdam Acrylic Postdam
F. SWING-LOCK Metal Labial Run Ups Labial Acrylic Veneer
G. FINISH Smooth Stipple

DENTURE
A. PREFERRED SHADE GUIDE
B. MOULD Male Female
C. TYPE OF POST DAM Butterfly Straight line
D. BORDER FINISHING Average Full Roll
E. FINISHING THICKNESS Average Thin Thick
F. TRAY BASE Shellac Light Cured
G. BITE RIM BASE Shellac Light Cured

CROWN AND BRIDGE	PORCELAIN
A. OCCLUSION Tight Imm out of bite	A. PROXIMAL CONTACTS Point Broad- buccal to lingual High- gingival to marginal ridge
B. MARGINS Feathered- knife edge Chamfer Shoulder Shoulder Bevel	B. OCCLUSION Tight contact w/ interdigitating cusps Light contact w/interdigitating cusps Flat, no cusps/interference
C. IMPRESSION MATERIAL USED	C. PONTIC DESIGN FOR BRIDGES Full Ridge Lap Partial Ridge Lap
D. KNOCK OUT BUTTONS	Point Contact No Ridge Lap No Contact
E. PONTIC DESIGN FOR BRIDGES Full Ridge Lap Partial Ridge Lap Point Contact No Ridge Lap No Contact	D. CERVICAL STAIN
F. PREFERRED METALS YellowJacket 2000 Evolution Lite 1500 WI-900 Capricorn-1000 Minigold- Yellow gold	E. OCCLUSAL STAINING
G. DIE SPACER No. If yes- how many coats?	F. METAL STOPS ON PORCELAIN OCCLUSIONS
H. PREFERRED ARTICULATORS	G. SHOULD WE CALL IF Close bite and opposing tooth has to be relieved
I. MODELS Stone Epoxy	H. METAL MARGINS
J. SHOULD WE CALL IN REGARDS TO: 1. Coping or Frame Try-Ins 2. Trim opposing for tight occlusion 3. Metal occlusion on posteriors 4. Metal on linguals for anteriors	I. PFMS ON ALL PORCELAIN
	J. CLOSE BITE Veneers (metal) Porcelain
	K. REMOVABLE BUTTONS
	L. HIGH GLAZE W/ NO CARVINGS OR ANTERIORS
	M. ALL PORCELAIN MARGINS (BUTT MARGINS)?



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“Enhanced *photo-based* communication nearly eliminates chair side adjustments & remakes”

Doctor,

How can we eradicate chair side adjustments and remakes?

As part of our **QC CERTIFIED™** process we have analyzed, documented and monitored thousands of cases. Doing so, we have compiled a tremendous amount of data regarding case success and failure. Although there are several contributing factors to case success we have uncovered the most critical factors being the impression for it is the ONLY “*blue-Print*” we have to fabricate the restoration.

Our **QC CERTIFIED™** process identifies potentially problematic cases in our initial tasking stage. It is at this point a **CRITICAL DECISION** must be made:

- Block out, grind and manipulate the model the best we can and “make the case”.
- Photograph the case, contact the Doctor and proceed as advised.

We have found **NOT ALL** Doctors want this handled in the same manner.

Many Doctors request we simply make the case understanding there may be a nominal amount of chair-side adjustments and/or preparation relief to seat the restoration while others want to discuss the case and proceed accordingly. In an effort to please each of our accounts specific to THEIR NEEDS we are now capable of entering YOUR preferences in YOUR personal account file. This means...each & every case is earmarked with your desire regarding identified possibly problematic cases as well as several other critical points of interest. (*Please see B.I.C.S & Preferences booklet enclosed*)

Additionally, our QC team photographs these potentially problematic cases under a high-power microscope – camera. **UPON YOUR REQUEST OR PREFERENCE** these photos are emailed to you directly for review and case discussion...nearly eliminating chair-side adjustments and remakes.

I am confident you will find this process beneficial in improving case success!
Please select **YOUR preference** below and simply fax to 315.797.6165 ATTN: Brooke or mail it with your next case.

The following are the basic three (3) options in these scenarios.

- I DO NOT want the Laboratory to fabricate restorations on questionable impressions / models. Please photograph the case, email it to me for review and contact me directly by phone.
- I DO NOT want the Laboratory to fabricate restorations on questionable impressions / models. Please call me to discuss case further before proceeding.
- Please “*make the case*”. Do your best with the impression / model you have.

Thank you for trusting Biogenic with your patients restorations...we truly appreciate your business,

Biogenic Dental Corporation

Paul C. Intino
Director of Marketing
Intino@BiogenicDental.com / 800.367.3322

