

23rd International Conference on

Dentistry and Dental Materials

July 19-20, 2018 | Rome, Italy

Six Sigma dentistry

Wala Saad¹ and Ed Hindi²^{1,2}Elsumo Clinic, Saudi Arabia

Lean Six Sigma is a set of techniques and tools to achieve the highest level of quality in dentistry. This methodology can be applied throughout the dental practice from the moment the patient walks in to the moment they leave. The Six Sigma methodology allows 3.4 defects per million transactions, which is a rate of 99.99966% success rate. The impacts are: 1. Increased patient and staff satisfaction. 2. Lower time to treatment. 3. Increased quality of treatment. 4. Less frustration with rework. 5. Lower overall costs and 6. ISO certification of the dental practice. In this session we will show the dental value-stream, and how lean six sigma is used in a practical way for massive performance and quality transformation.

drwalasaad@outlook.com