

## Operating Your Dental Practice Efficiently: The Toyota Way



**Without a strong foundation, no business can withstand the pressures it faces as it grows.**

The successful dental practice combines extraordinary skills in two distinct, indispensable domains: hard numbers and soft skills. Striking the perfect balance is the result of an intentional commitment to knowledge, systems, training, reinforcement, and daily focus.

In this information-packed, highly actionable session, Dr. Anderson pulls back the curtain on the systems that create a profitable, patient-centered practice, taking the chaos out of daily operations and placing patients and production goals at the center of every interaction.

Participants explore the concept of "Kaizen" - a quest for continuous improvement - and how to enroll teams to embrace the concept as their own. Learn the keys to establishing a mentorship program for onboarding new employees. Explore how you can increase operational efficiency through Key Performance Indicators. Discover how to utilize root cause of operational inefficiencies to create counter measures which solve those same problems. Learn how to incorporate servant leadership to strengthen your practice's culture and success.

### Learning Objectives:

- Understand the Toyota production system and how it applies to dental services
- Discover the power of standardized work flow
- Recognize the power of Kaizen (continuous improvement) and how your team can embrace the concept as their own
- Explore the power of mentorship and how to onboard new team members through mentor systems
- Learn how to establish operational efficiency through Key Performance Indicators (KPI)
- Identify the ultimate KPI: Net Promoter Score (NPS) and how to use this to improve the patient's experience
- Understand the operational feedback loop and how to get to the root cause of a patient defection
- Utilize root cause of operational inefficiencies to create counter measures to solve those problems
- Discover how Toyota incorporates servant leadership as a key component in their culture's success (and why you should too)



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