

Dynamic Delivery Date (D³) Talking Paper

Introduction

Dental care providers, the Peterson Area Dental Laboratory (ADL) is venturing into a new service arena that is designed to enhance your patient scheduling and delivery of dental care. The ADL is posting predicted *Delivery Dates* on our web page that identifies when your completed case will be returned to your dental treatment facility. The use of this information is intended to allow you to schedule your patients, well in advance of the appointment with a high level of confidence.

Web Page Access

After your case clears our preliminary quality control step and is inputted into the commercial software program, LabManager™, you can access: <https://www.peterson.af.mil/adl/> to check the posted delivery date. At the ADL's home page, click on "Dynamic Delivery Date", and then the folder titled, "Report" (see Figure 1, below).

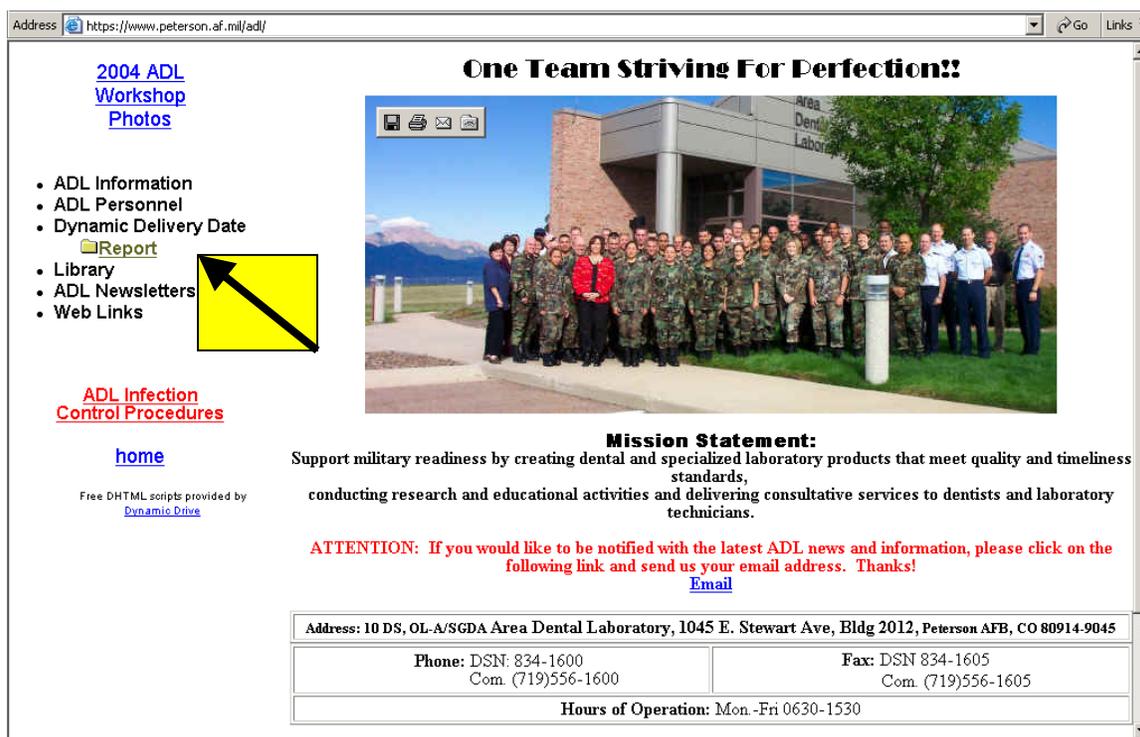


Figure 1, Home Page View.

When in the “Report” window (Figure 2, below), select the “In-House” tab at the bottom of the screen, then use the scroll down bar on the right to view your case submission. Our current workload is sorted by submitting base. On the far right of the report, at the 5th column, you will see the *Delivery Date* for your case. The posted *Delivery Date* is our best estimate of when the case will be returned to your clinic completed. You can use that date as your initial starting point for patient scheduling purposes and have your assistant or other representative call the patient to confirm the convenience of an appointment made after the delivery date.

These estimated delivery dates will be posted within a matter of days after you have shipped your case to the ADL, and these dates are available to you well in advance of the case’s subsequent return to your facility.

Address: <https://www.peterson.af.mil/adl/>

2004 ADL Workshop Photos

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Free DHTML scripts provided by [Dynamic Drive](#)

Case#	Base	Doctor	Patient	Delivery Date	Current Location
0401-0208	29 Palms	Bosworth	ESP	1-Mar-04	MD BRIDGE
0401-0293	29 Palms	Bosworth	SEC	8-Mar-04	PORC. PREP.
0401-0312	29 Palms	Bosworth	HAL	8-Mar-04	POLISH
0402-0275	29 Palms	Bosworth	ALY		WAX-UP
0402-0276	29 Palms	Bosworth	CRO		WAX-UP
0402-0136	29 Palms	Stich	FOS	15-Mar-04	WAX-UP
0402-0139	29 Palms	Stich	NEL	26-Mar-04	WAX-UP
0402-0062	Altus AFB	Aslin	WIL	10-Mar-04	FIXED PORC.
0402-0061	Altus AFB	Dinse	DEV	10-Mar-04	WAX-UP
0402-0063	Altus AFB	Dinse	NUS	10-Mar-04	PORC. PREP.
0402-0084	Altus AFB	Dinse	DAR	10-Mar-04	REMOVABLE
0401-0227	Altus AFB	Fisher, T	HAM	8-Mar-04	ALL CERAMIC
0401-0341	Altus AFB	Fisher, T	BAI	10-Mar-04	ALL CERAMIC
0401-0228	Altus AFB	Scarantino	HEN	8-Mar-04	ON HOLD
0401-0173	Andrews AFB	Ansari	EVA	11-Mar-04	ALL CERAMIC
0401-0215	Annapolis Naval Academy	Avers	CAR		MD BRIDGE
0402-0087	Annapolis Naval Academy	Iannazzo	MAC	15-Mar-04	ACRYLIC
0402-0074	Barksdale AFB	Evans, L	MUR	15-Mar-04	ACRYLIC
0402-0076	Barksdale AFB	Evans, L	HOL	15-Mar-04	ACRYLIC
0402-0149	Barksdale AFB	Hasslen	ZAC	19-Mar-04	REMOVABLE
0402-0005	Barksdale AFB	Schleier, P	PON	8-Mar-04	PORC. PREP.
0402-0230	Beale AFB	Williams	MIL	26-Mar-04	ALL CERAMIC
0402-0092	Bolling AFB	Arias	WAG	22-Mar-04	MD BRIDGE
0402-0111	Bolling AFB	Claseman	HAM	12-Mar-04	WAX-UP
0402-0146	Bolling AFB	Claseman	DOW		ON HOLD
0401-0315	Bolling AFB	Dudley	LOW	10-Mar-04	POLISH
0401-0316	Bolling AFB	Dudley	BLA	8-Mar-04	PORC. PREP.
0402-0145	Bolling AFB	Dupont, D	SAL	8-Mar-04	FIXED PORC.
0402-0181	Bolling AFB	Godkin, K	MAX	5-Mar-04	REMOVABLE
0402-0193	Bolling AFB	Orraca, G	COO		MD BRIDGE
0402-0107	Bolling AFB	Orraca, G	GAR	12-Mar-04	PORC. PREP.
0402-0108	Bolling AFB	Orraca, G	HAL	12-Mar-04	WAX-UP
0402-0141	Bolling AFB	Orraca, G	DEP	26-Mar-04	WAX-UP
0402-0200	Bolling AFB	Orraca, G	MIS		WAX-UP

« < > » In-House Shipped

Figure 2. Case Status Report

Our Internal Production Accountability System and You

As a case progresses through the manufacturing process, each case is computer monitored as to location and age, and has a series of automated timeliness checkpoints that are viewed daily by section. If a case is falling off schedule, the NCOIC or Team Leader will see a “Check Status” or “Call” notation and corrective action can be applied. In the event the case is at risk of not meeting the target *Ship-by-Date* and our later promised *Delivery Date*, we will contact you (up to five days in advance) to explain the issue. It is our goal to have this event occur less than 5% of the time, for all casework in the ADL.

On Hold Cases

If you see the “On Hold” notation attached to your case, it signifies that the case has one or more reasons why we cannot proceed. For example, a cast is missing, or a shade specification is absent. The “On Hold” notation also implies that we have attempted to contact you without success, or are waiting on a follow-up submission from you. If you have any questions, you are welcome to call DSN: 834-1608 or 1606.

FedEx®

The Peterson ADL uses one-day, FedEx® services for shipping your completed casework back to you. To expedite your casework submissions, we recommend FedEx® or an equally reliable service. D³ is reserved for CONUS Dental Treatment Facilities, as we are uncertain of shipping timelines outside of the Continental United States. Even so, the *Delivery Date* can be used by overseas locations as a tentative completion time, with the variable of overseas shipping times remaining unknown.

Expedited Care and D³

This service is intended for routine casework, cases requiring expedited handling based on mission related factors need a statement clearly placed on the DD Form 2322, Dental Laboratory Work Authorization informing the ADL of the need. We will act accordingly to accommodate your patient’s mission related needs.

How is D³ Generated?

Without elaborating upon the mathematics supporting the D³ prediction, it is a *forward-looking* application, independent of the commercial LabManager™ program. The application takes into account the variable case workload in each section, department and product line, the proficiency levels and utilization of the assigned staff and calculates the production cycle times which includes weekends, federal holidays, shipping times and other anticipated squadron events. The suggested *Delivery Date* for individual cases is then forwarded to the responsible NCOIC to approve or modify. The selected date becomes our operational performance goal-to serve you the provider.

Printing a Base Specific Roster

You can print a base specific roster of ADL *In-House* casework and *Delivery Dates(s)* by doing the following. With your cursor, highlight the desired data (see Figure 3), copy the highlighted data, then open a new Microsoft Excel worksheet from your Start button. Paste the data into Microsoft Excel, and then delete the

data base rows and columns not necessary for your needs. Print and distribute to your end users for scheduling purposes.

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Figure 3. Highlighted Portion of ADL, In-House Work Load

Past Performance Beta Test

Our performance has been very encouraging for such a new initiative and the staff learning curve required. We began testing in August 2003. With respect to our principle product line, which includes porcelain fused to metal crowns, fixed partial dentures, full gold crowns, and implant retained fixed appliances, we have had a success rate of 94.0%, and have shipped 825 cases out of 878 (1,742 units) on or before our internal, *Ship-by-Date Target*, to satisfy your promised *Delivery Date*. More recent performance assessments, done in real time on a weekly basis, have shown an even higher rate of success approaching 97%.

Contact Information

Mr. Donald T. Meaney, DSN: 834-1607, or donald.meaney@peterson.af.mil