

May 2022

DDS Lab Returns to Full Operational Status and Prepares for Continued Rapid Growth

This month, DDS Lab returned to full operational status and is back to providing **99% on time shipment** capability. The recent supply hurdle has been overcome and new procedures have been implemented to avoid future environmentally driven challenges.

DDS Lab fabricates close to one million cases per year. Innovation has the lab's digital scan enabled production to be nearing 50%. Since 2005 nearly one million digital cases have been delivered. The Field Support Technician Team employed by the lab trains more than 2,000 new offices per year.

DDS Lab's Chief Executive Officer, Bart Doedens, recently directed the commercial organization to focus on the lab's ability to support its customers with optimized onboarding, efficiency, and educational offerings. Customers can expect:

- The newly developed **White Glove Onboarding Program** to permit offices to be properly introduced to the lab's capabilities.
- The lab's **My DDS Lab Portal** to enhance communication between clinics and the lab for case prescription and tracking purposes.
- Augmented educational offerings to be made available through the lab's **Field Support Technician Team** and on demand through the website which will provide valuable clinical and technical support to clinicians and their staff.

Mr. Doedens stated **"DDS Lab is poised for continued rapid growth. The optimized commercial initiatives recently introduced will ensure that this growth is managed by simultaneously creating efficiencies and better outcomes for its customers"**.

For more information surrounding DDS Lab please visit www.ddslab.com or contact us at onboarding@ddslab.com.