

Northwest

Laboratories has compiled a list of common Questions and Answers that will help you communicate with your patients regarding the restorations.

1

**QUESTION:** "How do I know the products will be made with superb quality?"

**ANSWER:** All products from NW Laboratories are manufactured under strict guidelines developed by the International Standards Organization; ISO.

**ISO 13485 Certification:** The rigorous standards are designed to help companies create and maintain specific procedures necessary to produce quality products and services. ISO 13485 certified companies must undergo external audits to ensure ISO standards are maintained. ISO 13485 Certification is your guarantee that our lab has documented quality procedures and systems in place that exceed U.S. FDA requirements.

ISO 13485 is the specific standard for medical devices. Pacemakers, vascular stints, and hip implants are a few of the products that are also manufactured under this standard.

**NWL is FDA Registered:** The FDA ensures that all products are accurately and informatively represented to the public. Imported products that do not measure up to the FDA standards are not allowed on the U.S. market.

2

**QUESTION:** "My crown was made in China? Does it have any lead?"

**ANSWER:** No, you will not find lead, nickel, beryllium or any other harmful elements in our products.

The FDA approved materials we use come from top European companies such as Ivoclar, Dentsply and Bego. These world class products are then shipped to our laboratory in Shenzhen for fabrication. Where we use our ISO 13485 certified quality system to manufacture the products. We even track the lot numbers to patient for 5 years.

All materials used are FDA approved and contain no lead.

3

**QUESTION:** "The Chinese are not trained like our technicians. Do they know how to make teeth?"

**ANSWER:** Yes, our technicians are very good at using their fine motor skills to copy teeth using porcelain.

- Our Chinese laboratory has a long history (over 30 years) in producing large quantities of intricate products of superb quality while still maintaining the ISO and FDA regulations.
- Our lab is also set up as a learning institution allowing our technicians to learn and improve their skills in order to keep up with the demands of modern dentistry.
- Not only do the Chinese have a history in porcelain (inventors of porcelain and "china"), but they are also known for their ornate motor skills that are expressed in an array of miniature artworks.

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Quality & Safety about Products  
used by Northwest Laboratories

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## 4

**QUESTION:** "Isn't outsourcing bad for our economy? We are putting U.S. techs out of work?"

**ANSWER:** The negative impact of outsourcing on the economy and American employment has been greatly exaggerated and the benefits of outsourcing almost entirely ignored.

If outsourcing really were a zero-sum game, the U.S. job market would have shrunk over the past few decades, and unemployment would be constantly rising. Neither is the case. Overall U.S. employment has climbed 46 percent since 1980, far outpacing a 24 percent rise in population — and despite a 20 percent drop in farm jobs.

Finally, trade allows specialization. Farmers make food, not tractors. And tractor factories don't grow food. This process, known as comparative advantage, lets countries make what they make best and trade for what they need, creating a rising tide of wealth.

In the past decade, comparative advantage and trade have stuffed U.S. grocery shelves with year-round abundance — from Chilean grapes to Thai basil — at the lowest prices in history. They have opened foreign countries to McDonald's French fries, Boeing Jets, Starbucks Coffee, Amazon and Microsoft Windows. And they have generated new sales and jobs at both ends of the transaction.

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The world economy has grown 9 % in the last five years, while the U.S. economy has grown 19 percent, according to the World Bank.

## 5

**QUESTION:** "Are imported teeth from China cheap because they don't have any regulations?"

**ANSWER:** We can offer you world-class regulated restorations at affordable prices!

**Cheap?:** Imported teeth from China are inexpensive because the cost of labor is lower. Sixty percent of the cost to fabricate teeth is labor; therefore, we are able to spend up to 6 times the duration it takes a local technician to build a crown. Not only are you saving money, but the end result is a more beautifully crafted crown that seats quickly into your patients' mouths.

**Regulated?:** Our lab is much more regulated than a domestic lab. In order to meet the demands of our European clients, we became ISO certified in 1997. The ISO certification surpasses all FDA requirements. Also, we are scrutinized at the border by both Customs and the FDA. There is no U.S. laboratory that can exceed or even meet the same regulations and guidelines that NW Laboratories has met.

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