

2) Why is Quality Assurance important to you?

Quality Assurance is a process of identifying personal and/or practice strengths and areas of improvements, in order to achieve a quality denturist practice. Although the manufacturing of dentures has not changed significantly, other changes, such as the types of communication, marketing, customer expectations, legislation, and the health profession, affect the way each denturist operates. Quality Assurance is not only a self reflective process, but a tool to maintain high standards within your individual practice and as a whole profession.

Quality Assurance assumes other names, such as performance reviews, evaluations, continuous improvement or personal/business assessments, and has the goal of sustaining excellence. In each profession, quality assurance helps maintain or improve systems. Each denturist, whether s/he works independently or in small units, represent a system. Without checks and balances, systems can break down or become inefficient due to the lack of maintenance required to preserve or improve itself. In the case when quality is compromised, it affects the public's confidence and depreciates the profession of denturism as a whole. ***The purpose of Quality Assurance is to ensure continued quality in the profession, and maintain or move toward further improvements.***