



2026 NADL VISION 21 MEETING January 15 – 17, 2026 • Caesars Palace • Las Vegas, NV

SCHEDULE OF EVENTS – WEBSITE

(as of 9/8/2025)

THURSDAY – JANUARY 15

- 11:00 a.m. – 7:30 p.m.** **Registration Desk Open**
(Office 5 – Emperors Level)
- 12:00 p.m. – 1:00 p.m.** **Kick Off Meet & Greet Beverage Break**
(Palace Ballroom II Foyer – Emperors Level)
[Sponsored by: HeyGears, Inc.](#)
- 1:00 p.m. – 2:00 p.m.** **State of the Industry**
(Palace Ballroom I – Emperors Level)
Speakers: Megan Nakanishi – Nakanishi Dental Laboratory, Inc., CDL & Bennett Napier, CAE – NADL

COURSE DESCRIPTION: Kick off the 2026 Vision 21 Meeting with a fast-paced, interactive session designed to give you a clear view of where the dental and dental laboratory industry is headed. Drawing insights from the 2025 Becker's Future of Dentistry Roundtable, this session dives into the macro trends shaping the dental and dental laboratory industry and your business. Explore the market impact of DSOs, payor and insurance dynamics, economic shifts, regulatory changes, private equity, and the evolving role of AI — and what it all means for your lab's future.

- 1:30 p.m. – 4:30 p.m.** **Sponsor Marketplace Setup Only**
(Palace Ballroom II – Emperors Level)
- 2:00 p.m. – 2:30 p.m.** **Afternoon Beverage Break**
(Palace Ballroom I – Emperors Level)
[Sponsored by: vhf](#)
- 2:30 p.m. – 4:30 p.m.** **Business Roundtables: What Keeps You Up At Night?**
(Palace Ballroom I – Emperors Level)
[Sponsored by: Benco Dental](#)

COURSE DESCRIPTION: Join us for a truly unique experience designed to inspire collaboration, ignite fresh ideas, and foster innovative problem-solving. In this two-hour, interactive session, participants will dive into the topics that matter most to them, breaking into roundtables for in-depth discussions. Each attendee chooses a focus area to explore with fellow professionals, tackling questions like "What keeps you up at night?" and sharing insights on industry challenges, best practices, and creative solutions. Come prepared to share, learn, and leave inspired with actionable ideas to fuel your laboratory's success.

- 4:30 p.m. – 4:35 p.m.** **Foundation Presentation**
(Palace Ballroom I – Emperors Level)
- 6:00 p.m. – 6:30 p.m.** **Foundation Donor Reception** (All Attendees Invited)
(Palace Ballroom III – Emperors Level)
- 6:30 p.m. – 7:30 p.m.** **NADL President's Reception**
(Palace Ballroom III – Emperors Level)
[Sponsored by: Zahn Dental](#)

FRIDAY – JANUARY 16

- 8:00 a.m. – 6:15 p.m.** **Registration Desk Open**
(Office 5 – Emperors Level)
- 8:00 a.m. – 5:15 p.m.** **Sponsor Marketplace Open**
(Palace Ballrooms I & II – Emperors Level)
- 8:15 a.m. – 9:00 a.m.** **Breakfast Buffet**
(Palace Ballrooms I & II – Emperors Level)
[Sponsored by: Dentscape](#)
- 9:00 a.m. – 9:30 a.m.** **President’s Installation & Announcements**
(Palace Ballrooms I & II – Emperors Level)
- 9:30 a.m. – 10:30 a.m.** **Keynote: Ridiculously Easy to Do Business With! Responding to a New Generation of Customer Wants, Needs and Expectations**
(Palace Ballrooms I & II – Emperors Level)
Speaker: David Avrin, CSP, GSF – The Customer Experience Advantage
[Sponsored by: Nowak Dental Supplies, Inc.](#)

COURSE DESCRIPTION: How, when and where we buy has changed dramatically in recent years. Winning today is often determined by those who can respond faster, simplify their process, and are more convenient for their customers and clients. In this revealing, thought-provoking and very entertaining presentation, popular Customer Experience expert David Avrin, CSP, GSF, shines a bright light on the profound shift in customer expectations, while showing your team everyone’s role in eliminating friction in the buying process, responding to prospects and customers, and creating Customer Experiences worth sharing.

- 10:30 a.m. – 11:00 a.m.** **Morning Beverage Break**
(Palace Ballrooms I & II – Emperors Level)
[Sponsored by: Aidite Technology Co., Ltd.](#)
- 11:00 a.m. – 12:00 p.m.** **Business Intelligence: Waste Not, Want Not**
(Palace Ballrooms I & II – Emperors Level)
Speaker: Rob Gitman – NDX Thayer Dental Lab Inc., CDL

COURSE DESCRIPTION: Every dental laboratory faces inefficiencies in their operations. Knowing how to identify and reduce them can make the difference between growth and stagnation. This session will focus on three critical areas - financial management, communication workflows, and contingency planning – and will provide strategies for how to identify operational gaps and transform them into opportunities to improve performance and profitability. Whether you’re looking to strengthen your bottom line, improve team performance and efficiency, or prepare your laboratory for unexpected challenges, this session will equip you with some tools and strategies to drive smarter, leaner, and more resilient operations.

- 12:00 p.m. – 12:30 p.m.** **Installation of NADL, NBC & Foundation Leadership**
(Palace Ballrooms I & II – Emperors Level)
- 12:30 p.m. – 1:30 p.m.** **NADL Networking Luncheon**
(Palace Ballroom III – Emperors Level)
[Sponsored by: Argen Corporation](#)
- 1:30 p.m. – 2:00 p.m.** **Mid-Afternoon Beverage Break**
(Palace Ballrooms I & II – Emperors Level)
[Sponsored by: Digital Arches, Inc.](#)

2:00 p.m. – 3:00 p.m.

Managing Effectively for Growth

(Palace Ballrooms I & II – Emperors Level)

Panelists: Judson Boothe – Catalis Dental Lab Partners
Trey Ford – Design Dental, LLC
David Jackson, CDT – Mid-South Dental Lab
Kristine Van Cleve – Dental Prosthetic Services, Inc., CDL
Moderator: Jamie Stover, CDT – Carbon, Inc.

COURSE DESCRIPTION: Growing your dental laboratory requires more than ambition – it requires strategy. Join top industry leaders as they dive into real-world approaches to managing growth for any size lab, from smart hiring and training to expanding production capacity to deciding when it's time to add locations or expand into new markets. Join us for this informative session to learn the panelists' strategies behind growing your lab profitably, based on their own growth experiences, in today's competitive market.

3:00 p.m. – 3:30 p.m.

Afternoon Beverage Break

(Palace Ballrooms I & II – Emperors Level)

Sponsored by: [Amann Girrbach](#)

3:30 p.m. – 4:30 p.m.

Leading Through Change and Growth

(Palace Ballrooms I & II – Emperors Level)

Speaker: Bob Miller – Miller Business Solutions, Inc

COURSE DESCRIPTION: Change is inevitable. Some change events happen to us, while others we initiate ourselves. Regardless, organizational change always requires strong leadership. But what if every time a change event occurred, your company culture was such that everyone was already aligned and prepared to do whatever it took to ensure stability and success throughout the process? *Leading Through Change and Growth* will introduce foundational principles on which every resilient Change Culture must be built. Participants will leave with actionable items for each principle that can be applied immediately.

4:30 p.m. – 5:15 p.m.

NADL Awards Presentations

(Palace Ballrooms I & II – Emperors Level)

5:15 p.m. – 6:15 p.m.

NADL Awards Reception

(Palace Ballroom III – Emperors Level)

Sponsored by: [DGSHAPE, A Roland Company](#)

SATURDAY – JANUARY 17

8:00 a.m. – 11:30 a.m.

Registration Desk & Sponsor Marketplace Open

(Office 5 & Palace Ballrooms I & II – Emperors Level)

8:15 a.m. – 9:00 a.m.

Breakfast Buffet

(Palace Ballrooms I & II – Emperors Level)

Sponsored by: [Ivoclar](#)

8:15 a.m. – 9:00 a.m.

Bloody Mary & Mimosa Beverage Break

(Palace Ballrooms I & II – Emperors Level)

Sponsored by: [Imagine USA](#)

9:00 a.m. – 11:00 a.m.

Business Strategy Think Tank

(Palace Ballrooms I & II – Emperors Level)

Moderators: Michael Farago – Concord Dental Lab, CDL
Carrie Ling – Lifelike Dental Studio, Inc., CDL

COURSE DESCRIPTION: Join us for a high-energy, no-slides-required strategy session designed to tackle the most pressing issues facing dental laboratory businesses today. Led by a panel of industry thought leaders, this think tank invites attendees to share real-world questions and challenges in a guided, peer-to-peer format.

From improving your business workflow to embracing new technologies, you'll gain insight from both the front of the room and your fellow attendees. Whether you come with a burning question or just want to listen in, this is your space to brainstorm, engage, and elevate your business thinking.

10:00 a.m. – 10:30 a.m.

Morning Beverages

(Palace Ballrooms I & II – Emperors Level)

Sponsored by: [Garland Dental Equipment Services](#)

11:00 a.m.

Meeting Concludes

12:30 p.m. – 3:30 p.m.

Value Added Workshop: Understanding Your Best Customer, So You Can Deliver What They Want, The Way They Want It

Limited Space – Pre-registration required

(Sicily – Emperors Level)

Speaker: David Avrin, CSP, GSF – The Customer Experience Advantage

COURSE DESCRIPTION: Are you a reasonable choice for everyone or are you the best choice for your best customers?

In this highly interactive and thought-provoking session, Customer Experience expert David Avrin, CSP, GSF, will show you how to determine the customers you can't live without and who can't live without you. You will understand how the needs, wants and expectations of those customers have changed in recent years and how you can serve them better than competitors. You will leave with a page full of notes and head full of ideas on how to align your business product offering and customer experience in a way that future-proofs your business.

V21 Attendee Lanyards Sponsored by: [Carbon, Inc.](#)

V21 Attendee Notepads Sponsored by: [Kulzer, LLC](#)

V21 Meeting Microsite Sponsored by: [Basys](#)

V21 Registration Desk Sponsored by: [Asiga](#)

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