

2017 NADL University Schedule of Events

Wednesday, September 20, 2017

All attendees should plan to arrive Wednesday evening. No formal NADL University events are scheduled.

8:00 a.m. – 11:30 a.m. **Client Relations and Laboratory Management**
 By: Mark Murphy, DDS, FAGD
 Prosomnus

Thursday, September 21, 2017

7:30 a.m. – 8:00 a.m. Breakfast (Room: Cloister)
 8:00 a.m. – 8:30 a.m. Introductions, Icebreaker and Orientation
 8:30 a.m. – 11:30 a.m. **Purchasing and Inventory Control**
 By: Chuck Yenker, MBA
 Business Development Associates
 11:30 a.m. – 12:15 p.m. Lunch (Room: Cloister)
 12:15 p.m. – 2:45 p.m. **Profitability, Operating Ratios and Benchmarking**
 By: Chuck Yenker, MBA
 Business Development Associates
 2:45 p.m. – 3:00 p.m. Break
 3:00 p.m. – 5:30 p.m. **Human Resources Management and Employee Regulations**
 By: Kylie Luff
 Seay Management Consultants
 6:30 p.m. Formal Class Dinner

11:30 a.m. – 12:15 p.m. Lunch (Room: Cloister)

12:15 p.m. – 2:45 p.m. **Quality Assurance Systems & Good Manufacturing Practices**
 By: Gary Morgan, CDT
 SafeLink Consulting, Inc.

3:00 p.m. – 5:00 p.m. **Marketing and Chair Side Services**
 By: Jeff Stronk
 Treasure Dental Studio, CDL

6:30 p.m. Informal Class Dinner

Saturday, September 23, 2017

7:30 a.m. – 8:00 a.m. Breakfast (Room: Cloister)
 8:00 a.m. – 11:00 a.m. **Production Standards and Production Pay**
 By: Warren Rogers
 Knight Dental Group, CDL, DAMAS
 11:00 a.m. – 11:45 a.m. Lunch (Room: Cloister)
 11:45 a.m. – 4:45 p.m. **The Future is In Your Hands... Take the Lead!**
 By: Tom Laughon
 Catch Your Limit Consulting
 4:45 p.m. – 5:00 p.m. Debriefing and Graduation

Friday, September 22, 2017

7:30 a.m. – 8:00 a.m. Breakfast (Room: Cloister)

September 21-23, 2017
 Tempe Mission Palms • Tempe, Arizona

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Professional Management Education

For more information contact
meetings@nadl.org or
 visit www.nadl.org