



Crown 6J

Technician team:

Joanne Kopple, waxer; Darryl Cross, CDT, finisher; and Christine Jiyoung Lee, CDT, ceramist

Laboratory: Oral Arts Dental Laboratory, Atlanta, Georgia, a full-service, 31-person National Dentex laboratory; Phillip Gold, CDT, is president; www.oralarts.com

One challenge begets another:

When Gold heard about the *Challenge* he decided to take it one step further by turning it into a learning experience and a way to create more dialogue between departments in the lab. Since only one crown could be entered per laboratory, he asked his staff if they'd be interested in participating in an in-house challenge: seven teams would each fabricate one crown and then they'd vote on the best one to submit to **LMT**. "They all enthusiastically said, "Let's do it!"

Each team consisted of a ce-

ramist, waxer and finisher with the team members meeting to discuss what each person's job entailed, as well as how everyone else's job impacted his or her own. For instance, ceramist Christine Jiyoung Lee's teammates looked on as she built up the crown, explaining what she was doing and why she was implementing certain techniques. "The main goal was to make sure we work together as a team," says Lee. "This case taught me so much about communication and what other departments do for me

and what I can do for them. We learned that we have to be tuned in to every detail."

Once the seven teams had completed their crowns, they were displayed without any identification and the participating technicians voted anonymously for which crown they felt was the best. Twenty-one votes were cast and nearly half of them were for the crown fabricated by Lee and her teammates Joanne Kopple and Darryl Cross! In addition to winning the lab's sole entry into **LMT**'s *Crown Challenge*, the team also

received lunch at a local Italian restaurant, courtesy of Gold.

The inside scoop: Gold was a ceramist in one of the lab's seven groups, but was ultimately beat out by the winning team. "It broke my heart not to win, but at the same time it couldn't have been any better," he says. "Some of our clients often ask if I can do their lab work, but I always defer to the very talented people that I have working with me. I'm very proud of our lab and what we do everyday."

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From l. to r.: Joanne Kopple; Christine Jiyoung Lee, CDT; and Darryl Cross, CDT, won their lab's in-house competition to see which three-technician team would get to submit a crown into **LMT**'s *Crown Challenge*.



Though all of our final 16 crowns exhibit a good fit, this crown stands out and gets the highest rating among the finalists in the fit category. It also has a natural-looking stain and glaze, as well as a nicely polished metal collar and ideal porcelain/metal transition.