

Mrazek Consulting Services

William R. Mrazek B.S., CDT

Thank you for your interest in Mrazek Consulting Services. As a dental technician and laboratory owner for over 30 years, I understand the technical and managerial challenges that operating a dental laboratory can present. The dental laboratory profession can be exciting and frustrating, predictable yet challenging, rewarding and, unfortunately for many, emotionally and mentally draining. I have experienced all of the above and without hesitation, prefer my experiences as a dental technician and laboratory owner to be exciting, predictable, and rewarding. It's a lot more fun that way! But it took me about 10 years to figure out how to do it, and I'm still making adjustments as our profession changes. That is the key!

We, as technicians and laboratory owners & managers, must continue to make adjustments in how we manage our laboratories, in the types of restorations we offer, and the techniques and processes for the fabrication of those restorations. With all of the changes our profession has presented in the last ten years, it is more important than ever that a laboratory be unique, efficient, competitive, and incorporate materials and techniques that provide predictability, consistency, reliability, and purpose for the technicians who are creating those restorations. These values hold true regardless of the laboratory or department size, location, and market position.

I spent the first four years as a dental technician working in a father and son dental practice as their private technician. It was a wonderful experience in that not only did I have the opportunity to actually see my work delivered, but I learned a great deal about color, shade taking, shade replication, opacity and translucency, contour, texture, occlusion, patient and dentist expectations, and dentist/laboratory communication.

From that point to present, I have owned my own laboratory. It is during that time period that I began to focus on developing efficient and predictable techniques that would provide greater consistency, predictability, and quality in our restorations. I also focused on developing open communication between departments, quality control, motivation, and instilling ownership and pride in technicians for their work. I have consulted and presented these philosophies and techniques to laboratories of all sizes, from one-person to conglomerate laboratory groups, with great success.

Please review the attached available topics, but also feel free to contact me for a custom designed program for your specific needs.

“CHANGE IS INEVITABLE, SUCCESS IS BY DESIGN”

Quote by Bill Mrazek

Lecture Presentations for Dentist Clients

The following topics can be individually or combined into a presentation designed for dentists. The presentation can be offered by the laboratory to their dentist clients and held at the laboratory or other location. The presentation can also be sponsored by the laboratory to dentist study groups that the laboratory is a member of, associated with, or simply aware of in their geographic area. The benefits of the presentations for dentist clients is to obtain new clients, secure existing clients, PR and image building, improve dentist/laboratory communication, and improve and/or eliminate issues with existing clients thereby reducing remakes and adjustments.

Color Theory – Understanding, visualizing, separating, and accurately measuring Hue, Chroma, and Value in natural teeth, shade guides, and different types of restorations.

Shade Taking – Understanding the physical limitations of shade guides, proper shade tab positioning, color-corrected lighting, patient positioning, digital photographs, and communication of shade information to the dental laboratory.

The 3D Master Shade Guide – A complete examination of the design and utilization of this shade guide, how to use it quickly, accurately, and efficiently, and why it is the best shade guide system for shade accuracy and dentist/laboratory shade communication.

Bite Registration Materials & Techniques – A presentation of different bite registration materials and their benefits and drawbacks, as well as specific techniques relative to the location, number of teeth missing, and number of teeth to be restored.

Porcelain to Zirconia – A review of the porcelain to zirconia restoration from its introduction to present, including why it initially presented a higher than average failure rate, what we have learned about those failures, and what is being done today to provide the same clinical success and reliability of the time-tested PFM restoration. A review of preparation requirements and actual case presentations are also included in this topic.

Restoration Comparisons – An unbiased review of the benefits and limitations of PFM, all-ceramic, zirconia, lithium disilicate, milled, pressed, layered, and full-

contour stain & glazed restorations. The true purpose of this presentation is to educate the dentist on all of these restoration types, so that he/she can design a treatment plan that meets both the immediate financial and long-term clinical needs of the patient.

Presentations for the Dental Laboratory

Inter-department Communication – This presentation focuses on promoting open communication and understanding of the technical relationships between the waxing and/or milling design departments, the metal and/or ceramic understructure finishers, and the ceramic department. Understructure design as it relates to strength, shade, and porcelain shrinkage is thoroughly examined, along with efficient and predictable techniques that minimize labor and time consuming laboratory adjustments, thereby improving efficiency and profitability. **(Lecture and Discussion)**

The Mrazek Functional Build-up Technique – This is the very efficient, yet accurate porcelain build-up technique that I developed which incorporates all of the function, anatomy, contacts, contours, and esthetics in one build, regardless of the number of powders utilized. A typical 4-powder posterior build-up is ready to be fired within 13-15 minutes. No mechanical condensing is used thereby preventing any movement or blending of layers, and post-firing adjustments are accomplished within 3 minutes. The Functional Build-up for bridges will also be presented which includes a simple shrinkage control bake, the no-grind pontic, and elimination of interproximal tearing. **(Lecture, Demo, Hands-on)**

Porcelain Effects and Light Control – A focus on how to hide the anterior “headlight, bright-spot, and crescent” through controlling light transmission and reflection. Also, simple techniques to create more vital looking ceramic restorations by efficiently incorporating internal lobes, subtle decalcification, and incisal halo effects. Simple techniques to increase translucency and vitality in bleached shade restorations are also included in this presentation. **(Lecture and/or part of Demo or Hands-on)**

Anterior Building and Contouring – This presentation focuses on creating natural looking contours, blending of colors, tooth arrangement, and function of the anterior teeth. How to use a study cast and/or diagnostic wax-up to

predictably design the final restoration is included in this presentation, as well as a technique to quickly create a diagnostic wax-up when there are missing teeth to be replaced. When to use “Golden Proportions”, and possibly not, when restoring the anterior six teeth, as well as when to consider overlapping as an option to create the most natural result is also part of this segment. **(Lecture, Demo, Hands-on)**

The Custom Shade – Taking a custom shade and then incorporating that information into the restoration successfully can be quite a challenge, especially when restoring a single maxillary central incisor. This presentation will cover the appropriate steps and techniques in the custom shade process, utilizing modifier tabs to identify colors, and conversing with the patient to understand his/her expectations. This presentation is best received when it is coupled with a demonstration and hands-on participation. The demonstration incorporates an exercise where a photograph of a highly characterized tooth is used to represent the patient, as if present for a custom shade. Colors are determined with their relative location within the tooth recorded by drawing a ‘tooth map’ for reference. Once the tooth map is completed, the photograph is turned over and the restoration is built according to the tooth map, utilizing whatever number of powders necessary, in one build-up. Once the restoration is fired, it is then compared for accuracy to the photograph. The participants then choose a photograph of a tooth they would like to duplicate from a collection of books, and do the same process. This is a real-world exercise which realistically teaches the transferring of information from a 2-dimensional photograph (similar to what may have been supplied by the dentist or custom shade appointment), to the 3-dimensional restoration. It also teaches how to determine modifier color intensity and placement, shrinkage control, light transmission. **(Lecture, Demo, Hands-on)**

Pressable Ceramics – This topic not only discusses the guidelines, restorative options, and pellet choices that are available in a pressable form, but also many time-saving techniques that I have developed over time since incorporating pressable ceramics in my laboratory about 15 years ago. These techniques include how to ensure a complete pressing with a 0.4 mm – 0.5 mm thick wax pattern, my approach for positioning patterns in the ring, how to completely divest a small ring in 2 minutes or less, and a large ring in 3 minutes or less. **(Lecture)**

Technical Troubleshooting – With over 30+ years of experience, you learn a few things on how to solve problems that might crop up in the fabrication of all types of restorations. Some of the topics covered are: how to create warp-free bridge metal frameworks, proper techniques for soldering if it is necessary, proper metal finishing after soldering, what causes bubbling, gassing, and or blistering in the opaque, porcelain, or glaze cycles, what causes tearing, cracking, and lifting, how to control shrinkage, what causes opacity or a milky appearance in porcelain, and a variety of other nasty, aggravating, time wasting, and profit losing problems that occur from time to time. Most importantly, the solutions for all of these and additional problems are provided, as well. **(Lecture)**

-Biography-

William R. Mrazek B.S., CDT

Bill is the owner and sole technician of Mrazek Prosthodontics, Ltd., located in Naperville, Illinois. The laboratory's focus is cosmetics, implants, and full mouth reconstruction. He holds a Bachelor of Science degree in Biology with a minor in English from the University of Illinois, and an Associate of Science degree in Dental Technology. In addition to over 30 years of experience in the dental technology profession, over the past 20 years he has presented over 500 lectures and seminars, published numerous articles in Compendium, is a regular contributor to LMT (Laboratory Management Today), and is on the editorial board of PPAD (Practical Periodontics and Aesthetic Dentistry).

Bill is the recipient of the Award of Excellence from the Foundation of Excellence in Dental Laboratory Technology, and his laboratory has been recognized as one of the top 20 dental laboratories in the United States by United Dental Resources.

He also owns Mrazek Consulting Services, which offers specialized programs on efficiency, creativity, porcelain building techniques including his Functional Build-up Technique, color education (including how to efficiently utilize the 3D Master Shade system), shade taking techniques/guidelines for the dentist and auxiliary personnel, and presently serves as a consultant to a number of dental manufacturers on product design, evaluation, market position, and technique.

Bill is a member of the Illinois State Dental Society, the Chicago Dental Technicians Study Group, an adjunct board member of the Illinois Dental Laboratory Association, and is an alumnus of the Pankey Institute.

Special Consultation and Presentation Rates & Conditions for IDLA Members

Rates are based upon an hourly, and/or daily basis. If travel is required, travel related charges (airfare, taxi, car rental, gasoline, etc), hotel costs (if overnight stay is required prior to and/or after consultation/presentation), and meals will be compensated in full by the client.

The rates for the topics listed above are predetermined at a rate of \$1500.00 per day (normally \$2000.00) or \$200.00 per hour (normally \$250.00). Any of the topics can be combined or presented individually, depending upon your needs, time, audience, and budget.