

PowPointers

January 2012

ourteam

As leaders in the Dental Laboratory industry, Pow Laboratories recognizes that a combination of personal service and convenience can be the key to a successful case and also to a successful long-term relationship between a doctor and his lab. Pow makes a constant effort to make that communication as effective and convenient as possible keeping in mind the environment and your busy schedule. Over the next few weeks, Natalie Ryan will be calling your office to

update your contact information including email addresses so that we can provide you with our most recent literature in a timely and environmentally friendly manner.

If this is your preferred method of communication, we encourage you to utilize email communication with our Technical Consultants, Brian, Frank and Hassan, as well as our Sales Representative, Lori.



Chris Pow President and CEO

With a degree in engineering from Queen's University and a diploma in Finance & Accounting from Wilfrid Laurier University Chris joined the family business in 2002. He had previously gained business experience at Deloitte & Touche, Descartes Systems Group and MKS in Waterloo. Chris feels it is an exciting time in the dental laboratory world with rapid advancements in both the technology and materials.

Pow Laboratories has made significant investments in recent years to ensure it remains an industry leader. Chris shares "It has been a privilege to carry on the family tradition and to have such a great group of people here at Pow Laboratories who have helped the Company provide excellent products and service to our customers". Email: chris.pow@powlab.com



Ghulam Hassan Solker, RDT Laboratory Manager

Originally from South Africa, Hassan Solker attended 4 years of school studying Dental Technology. In 1995 he immigrated to Canada with his wife and one son. Hassan has two more sons that were both born here in Canada, one in Ottawa and one in Woodstock. He has been at Pow for 12 years starting as the Team Leader for the Orthodontics Department. In 2007 Hassan achieved his RDT status in Ontario and in 2009 became the Laboratory Manager. With twenty-three years experience in the dental industry, Hassan is available for treatment planning, consultations and in-office visits, specializing in CAD CAM technology.

Email: hsolker@powlab.com Phone extension: 211



Shelly Roi Director of Sales and Marketing

Shelly Roi has been working for Pow Laboratories for over 31 years. She joined the company as a Customer Relations Representative and has held many positions over the years. Presently she is the Director of Sales and Marketing working with Natalie Ryan, Sales & Marketing Administrator, Natalie Beattie, Team Leader Customer Relations and Lori Bonn, Sales Representative. The sales and marketing team focus

on meeting the client's needs by providing excellent service, quality products and competitive pricing for your patients. Shelly enjoys meeting with clients at industry events and in-house continuing education programs.

Email: shelly.roi@powlab.com Phone Extension: 235



Brian Gallman, RDT Technical Consultant

Brian Gallman has been a mainstay at Pow Laboratories for over thirty-seven years. As a Registered Dental Technician Brian has held several management positions within the lab and currently focuses on Technical Consulting. He is knowledgeable in all areas of the lab and specializes in implants and attachment cases. He is available for consultations, treatment planning and quotes both by phone and email and can provide in-office chair side assistance for select cases. Email: bgallman@powlab.com Phone extension: 220



Frank Rilett, RDT Technical Consultant

Frank Rilett has worked in the dental field since 1977 when he started as a custodian in a London dental lab. He found the laboratory work fascinating and grew into the field enjoying seeing the beauty of a natural tooth and the challenge of reproducing it from the materials available. Since Frank joined Pow he has had the pleasure of working with state of the art technologies and has seen the quality of the prosthesis we fabricate become increasingly more accurate and aesthetic matching the demands of the current day patient. Frank is always happy to help by consulting on a case or giving you a quote by phone or email or can visit your office for chair side assistance on your most challenging cases.

Email: frank.rilett@powlab.com Phone Extension: 234



Lori Bonn, CSP Sales Representative

Lori has been working in the dental industry for nearly ten years. Joining Pow with a sales and marketing background, Lori was thrilled to become a part of Pow's sales team in 2005 after working in the Customer Relations Department for three years. In 2008 she attained accreditation as a Certified Sales Professional with the Canadian Professional Sales Association. Lori is always pleased to help the clients

learn more about our products and services and welcomes your questions at any time by phone or email. You will often see Lori at industry events from trade shows to society meetings and is available to provide lunch and learns at your office.

Email: lori.bonn@powlab.com Phone extension: 209 Cell: 519-532-4155





Joe Steiner Fixed Team Leader

Joe Steiner, Team Leader of Crown and Bridge has worked in the dental industry for over thirty years. His family moved to Woodstock in 1988 where he and his wife Linda have enjoyed bringing up their two children up in a small town. At Pow Joe has been the Team leader of the Fixed Area for twenty years where he has seen a tremendous change in the materials, systems and technology. Joe is looking forward with great optimism for the future of dentistry. Email: jsteiner@powlab.com Phone Extension: 213



Agnieszka Kudzia Orthodontics Team Leader

Agnieszka Kudzia was born and raised in Poland and came to Canada in 1995. She joined the Ortho department at Pow Laboratories in October of 2000. In 2006 Agnieszka became the Ortho Team Leader assistant and in 2008 she took over the position of the Ortho Team Leader. Agnieszka is always happy to assist the clients with case consultations and can do so in either English or Polish. Email: agnieszka.kudzia@powlab.com Phone Extension: 203



Natalie Beattie Customer Relations Team Leader

Natalie Beattie has worked in the dental industry for over twenty years specializing in Customer Relations and Health and Safety. She was born and raised on the East Coast and came to Ontario after graduating where she joined Pow as a Customer Relations Representative. Natalie went back to college and graduated in 2005 with Manufacturing Leadership Certification. Natalie and her team are always pleased to help our clients learn more about the products and services Pow can provide and welcome your questions at any time by phone or email. Email: nbeattie@powlab.com Phone Extension: 222



Andrew Joffe Removable Team Leader

Andrew Joffe studied in South Africa and achieved a Bachelor of Technology Degree in Dental Technology there. He has worked in South Africa, Dubai (United Arab Emirates) and joined Pow Laboratories six years ago. He is now excited to be a part of the Pow team. At present Andrew is the Removable Team Leader. Andrew feels this area has grown considerably with the aid of the CAD/CAM SensAble system for cast partials. With fourteen years in the dental industry, Andrew specializes in CAD CAM technology and Research and Development. Andrew and his team are here to help you in any way they can. Email: andrew.joffe@powlab.com Phone extension: 230



fixedteam



orthoteam



customer relationsteam



removableteam

business awards

Pow Laboratories Inc. was nominated this year for the Woodstock Chamber of Commerce's Woodstock Business Awards of Excellence. It was an honour to be one of the thirty-four nominees for the Manufacturers Award. We were pleasantly surprised to be chosen one of the three finalists, along with Hino Motors Canada Ltd and I.G. Printing Solutions.

On Wednesday Nov 2nd, the entire management team had the pleasure of attending the annual Awards ceremony where, for the first time, a live vote was conducted. A three minute video was shown of each of the nominees in each division and then a live vote was held using interactive technology. It is with great pride that we announce that Pow Laboratories Inc was chosen as the Woodstock Chamber of Commerce's Manufacturer of the Year.

Pow is proud to be a member of the Woodstock Chamber of Commerce and to be an ongoing supporter of our local charities. We would like to thank everyone involved in our winning of this award including the staff, management of the lab as well as the members of Woodstock Chamber of Commerce.



upcoming seminars

2012 Continuing Education Events held at Pow

Jan 19th Cerec Connect Digital Impressions

Sponsored by Patterson Dental with Gerry Crandles speaking. Evening program. Dinner 5:30 Program 6:30-9:00pm.

Feb 3, 2012 Nobel Institute Core Communication Skills

Presented by Nobel Biocare with Derek Martin, Senior Nobel Procrera Specialist speaking. Full day program. Registration 8:30am. Presentation with lunch 9:00am- 4:00pm.

March 29, 2012 Contemporary Ultrasonic Instrumentation - A Visual Presentation

A Hygienists program co-sponsored by Schein and Dentsply. Evening program. Dinner 5:30 Program 6:30-9:00pm.

May 31, 2012 Auxiliary Night presented by Sandi Baillargeon

Evening program. Dinner 5:30 Program 6:30-9:00pm

To register for the above seminars, email nryan@powlab.com or call 519 539-2065 or 1-800-265-4052

October 12, 2012 Advanced Implantology by Dr. Najib Saad

This full day program is presented by the Schulich School of Dentistry. Please call UWO to register at 1-888-281-1428.

2012 Continuing Education and Industry Events

sponsored by Pow

April 13, 2012 Successful Team Hygiene Practice presented by the Schulich School of Dentistry

Full day program hosted at the Millcroft Inn. Please call UWO to register at 1-888-281-1428.

April 20-21, 2012 Technorama

Two days of continuing education and a trade show. Hosted at the Hilton Suite, Markham, ON.

May 10-11, 2012 Ontario Dental Association Annual Spring Meeting

Toronto, ON

Sept 20-21, 2012 Denturist Association of Ontario- Perfecting Your Practice

Huntsville, ON

September 28, 2012 UWO Homecoming, London Convention Center

This full day program is sponsored by the Schulich School of Dentistry. Please call UWO to register at 1-888-281-1428.

Natalie Ryan can be reached by email or phone to confirm your attendance at our Continuing Education programs. Email: nryan@powlab.com Phone extension: 210

