

WHERE TECHNOLOGY & ART MEET



**Shikosha**  
DENTAL LABORATORY, INC.

Shikosha Dental Laboratory mission is to be the preferred provider for cosmetic, and metal-base restorations, as well as removable dental appliances by utilizing the highest value in products, the latest in technological advanced processes and by delivering a distinguished customer service to meet our dentist's requirements and to exceed their patient's increasing expectations.

# MISSION STATEMENT

We will accomplish these objectives by excelling in the introduction of products that meets consumer needs, hiring bright, talented technicians who share our enthusiasm for advanced dental technology and our goal of making it easier and more profitable for our dentists, and by involving our technicians and support staff in the process of continuous improvement through step-by-step quality control, open communication and shared learning.

## OUR LEGACY

We realize that you have many choices for quality dental laboratories; we thank you for choosing Shikosha Dental as your partner and source for all your patients restoration needs.

Shikosha Dental was founded by Takeshi (Tak) Yoshida in 1963 as a one-man lab in Yokohama, Japan. Tak's aspiration of moving to the United State and starting a successful business came through in 1976 when he first opened the door to his state-of-the art Shikosha Inc. Dental Laboratory in Portland, Oregon.

Shikosha currently employs more than 40 technicians most of whom are (CDT's) or equivalent and approximately 15 support staff serving in access of 100 satisfied dentists both locally and nationally.



The laboratory's competitive strength today is the direct result of Tak's clear vision and mission since the inception of Shikosha Dental in 1963. It's best demonstrated by the technician and support staff aptitude to offer their clients:

1. Consistency without compromise
2. Predictability when needed the most
3. Quality that exceeds most expectations
4. Service that is without comparison

We are proud to have been your laboratory of choice for all these years, and we look forward to continue earning your trust for many years to come.

**Tak Yoshida**  
*Founder*

# CUSTOMER RELATION

The trust, respect and loyalty of customers nationwide are vital to Shikosha's long-term success. We earn and maintain these attributes by making conformance to customer's expectations our number one priority, as expressed in three ways.

**1. Technical Support** - this team of dedicated technical experts is committed to helping our dentists achieve success with every restoration.

**2. Customer Service** - this team of customer relation specialist is committed to doing what's right, without exception. They are responsible for arranging case pick-up and delivery, scheduling, in-lab tracking, invoicing and most importantly expediting rush orders. The Customer Service team can be contacted via e-mail at: [comment@shikosha.com](mailto:comment@shikosha.com)

They are responsible to resolving any technical problem, offer education on restorative alternatives, consult on case preparation and issue changes in work instructions. The technical support team can be contacted via e-mail at: [techsupport@shikosha.com](mailto:techsupport@shikosha.com)

**3. Personal Benefit** - the following services are enjoyed by Shikosha customer's everyday: Free pick-up and delivery in Portland/Vancouver metro area, overnight delivery, and pre-paid postage on in-bound shipments, computerized and instantaneous case tracking.

# EDUCATION & TECHNOLOGY

## *Advanced Technologies*

**1. Shade Eye** - It is fast and convenient. Based of the Vintage Halo porcelain system, this hi-tech shade matching method is designed to accurately measure the base shade of natural dentition, the system includes an integrated thermal printer that instantly calculates and prints porcelain measurement recipe for accurate restoration, enhancing patient satisfaction and improving case acceptance. The recipe is also a guideline for using 5 popular worldwide color systems - Vita Classic, Vita 3D-Master, Ivoclar Chromascope, Biodent, and Shofu NCC system.

**2. Zirconia** - Shikosha Dental is aggressively moving into the computer age. Some of our newly integrated systems are Wol-Ceram, Lava and Procera. These All-Ceramic Systems is an innovative technology for all-ceramic crowns and bridges on a zirconium oxide base. Preparations require removal of less tooth structure, and cementation can be accomplished using proven, conventional techniques.

**3. Instantaneous Photo Communication** - utilizing the IPC system, we can take a picture of the problem area, e-mail to your office, and await your instantaneous feed back with solutions and comments. The IPC system can process your photos, e-mails, CD's or floppies.

## *Continuing Education*

We emphasize customer training. This is accomplished through sponsored seminars and hands-on clinics, chairside and telephone consultations. This advanced training and our partnership with several leading manufacturers, have assisted our customers substantially increase the revenue generated from each restoration, thus highlighting the value for the services Shikosha Dental can provide each dentist, increasing their customer overall retention.

Furthermore, we invest in the latest technologies, materials, and equipments to help our technicians elevate their skills and techniques. Embracing latest technologies gives our technicians the opportunity to receive further specialized hands-on instructions in each of the products for un-equalled results, encouraging greater individual responsibility.

In addition, our international research team continues to examine various technologies from all around the world. They search out materials, explore new techniques and adopt those that have proven reliable and best serve the needs of our dentists.



## PRODUCTS & SERVICES

### Metal-Free Aesthetics Restorations

IPS Empress® I  
IPS Empress® II

### Zirconia Aesthetics Restorations

Wol-Ceram® Zirconia  
Lava™ Zirconia  
Procera® Alumina/Zirconia

### Crown & Bridge Restorations

Porcelain Fused to Captek™  
Porcelain Fused to Gold Metal  
Full Cast Gold Metal  
Implants

### Removable Appliances

Valplast®  
Full Acrylic Denture  
Metal Partial Denture

### Auxiliary Products & Services

Temporary Crowns  
Diagnostic Wax-up  
Tissue Replications  
Flipper  
Acrylic Partial  
Rigiflex  
Bleaching Tray  
Hard Night Guard  
Sports Guard  
Surgical Clear Tray  
Soft Reline



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