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always seems to be the goal of practice management gurus. It thus seems to be a truth that, within multiple steps processes, quality care is not attainable if we only strive for a 90% success rate.

If we use 95% as the goal for each step, the probability of a successful outcome becomes .9<sup>10</sup> or 60%. This is still not quality work. This small 5% increase in the quality of each step has changed the outcome from 35% to 60%, an increase of 70% in total successful outcomes.

In prosthodontics, as in all disciplines in dentistry, attention to detail is the watchword.

How many times have we allowed a less than detailed impression to slip through because

we were running behind. How many times have we been tempted to cement a less than quality restoration. How many times has the person responsible for the pouring of the master cast and mounting same been the least skilled person in the laboratory. I personally believe that we are all capable of producing quality dentistry. The problem lies in the pressure of practice when the focus is on production and the bottom line instead of quality of care. We also have a distorted view of our own worth. Of course, it is difficult when you constantly read the salary levels of the CEO's of banks and the skewed earnings on a per hour basis of attorneys.

The key, I believe is always striving for excellent quality at each and every step of the proce-

dure — accept no less from yourself, your staff, your laboratory and all those involved in the day to day operation of your practice. You might have to work a little longer each day but that is a small price to pay for quality. As I have written many times in this journal that we are all not "A" athletes and we certainly are not phenomes. Most of us are average, but very capable of quality work, just not at the same speed. **OH**

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*I am deeply indebted to Oral Health for allowing me the opportunity to enrich the practice lives of 18,000 dentists in Canada.*

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