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DENTAL LABORATORY SPECIALTY

Volume 4. Dental Laboratory Administration



381st Training Squadron

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Volume 4, *Dental Laboratory Administration*, contains modules on managing inventories of artificial teeth and precious metals, conducting self-assessments, preparing and reviewing operating policies and instructions, preparing and reviewing reports and correspondence, reporting defective equipment, and reporting treatment data. This QTP is designed to enhance 5- and 7-skill level OJT of dental laboratory personnel. The 4Y0X2 Career Development Courses may be used to compliment the training references listed in a module. All QTPs are intended to be used by trainees, trainers, supervisors, and task certifiers. Before initiating any training you should review your responsibilities—as a supervisor/trainer—for conducting on-the-job training (OJT) per AFI 36-2201, Volume 3, *Air Force Training Program On The Job Training Administration*.

QTPs are designed to help you conduct and evaluate your field training. Once you begin upgrade training you are required to use the QTPs. QTPs provide continuity to the trainee's upgrade training and are divided into the following volumes: 1) *General Dental Laboratory Experience*; 2) *Fixed Prosthodontics* 3) *Treatment and Orthodontic Appliances, Complete and Removable Partial Dentures*; 4) *Dental Laboratory Administration*; 5) *Medical Material*; and 6) *Supervision and Training*. The QTP modules were written to assist you in preparing for and conducting training. You *must* use the QTP modules for training when the STS task is a core task (minimum qualification for the specialty). Each module segments the major tasks into teachable elements. Your goal is to provide enough training and guidance so trainees can do all task related steps, without assistance, and produce an appliance that meets local requirements for speed and accuracy. QTPs also aid OJT task certifiers in evaluating the trainee's demonstrated performance. If you have local training requirements not covered by a QTP module you *should* develop "steps in performance" and "performance checklists" that support and standardize those tasks.

Accompanying each volume of QTPs is a *qualification training progress record*. This QTP record serves as a document to record the date the trainee completes each module. Every person in qualification/upgrade training *must* have this QTP progress record filed in their OJT folder. Use and annotation of this progress record is similar to current OJT documentation. When *you* are satisfied the trainee meets standards, as prescribed in the QTP performance checklist, *you* must document each task completion date in the "date completed" column in the QTP progress record. If a person is being recertified on a task that is supported by a QTP you must use that module to complete the recertification process.

Typically, you will manage each module by first, training the tasks and then, evaluating performance. Your local steps in performance may vary from the method listed in the QTP module. If this is the case, you are authorized to make changes to the first half of each module, (i.e. steps in task performance); however, the "performance checklist" is considered a *standard* and cannot be altered. You may train each QTP volume/module in any sequence; however, when conducting training use an organized and methodical approach. This will reduce your training time and enhance your efforts.

For effective use of this QTP, conduct training in the following manner:

1. Review the procedures in each module with the trainee.

2. Direct the trainee to review the training references listed to prepare for task performance.
3. Review the steps in task performance with the trainee, allowing enough time to adequately train each step (some modules may take longer to teach).
4. Evaluate the trainee's work at each critical step—using the performance checklist at this point will be helpful.
5. Fifth, evaluate the trainee's performance and provide feedback on any areas for improvement.
6. Finally, when the trainee has successfully completed the task you must document and initial both the STS and the QTP progress record. If the trainee does not accomplish the module, conduct follow-up instruction until the trainee successfully completes the task.

The QTP project goal of the 381st Training Squadron, Sheppard AFB TX, is to publish a useable document for trainers and trainees. You are encouraged to write-in changes or revisions to the QTPs. A corrections/improvements letter is located on the last page of each QTP volume. You may choose to call in your recommendations to DSN 736-6906 or FAX DSN/Commercial 736-2781 or (940) 676-2781 or you can email the author at andrea.bates@sheppard.af.mil.

The inclusion of names of any specific commercial product, commodity, or service in this publication is for informational purposes only and does not imply endorsement by the Air Force.

	Page
Module 1. Establish Laboratory Fabrication Standards	1
Module 2. Inspect Quality of Clinical Casework Received	3
Module 3. Inspect Quality of Laboratory Casework Completed	5
Module 4. Manage Inventory of Artificial Teeth	7
Module 5. Manage the Dental Register of Precious Metals and Alloys	9
Module 6. Secure Precious Metals and Alloys.....	11
Module 7. Recover Precious Metals and Alloys	13
Module 8. Prepare/Review Reports and Correspondence	15
Module 9. Prepare/Review Operating Policies and Instructions.....	18
Module 10. Report Defective Equipment/Utilities for Corrective Action to Appropriate Agencies.....	21
Module 11. Conduct Unit Self-Assessment.....	23
Module 12. Process and Maintain Automated Dental Treatment Data.....	25
Module 13. Interpret Automated Treatment Data.....	27
Qualification Training Progress Record.....	29
Corrections/Improvements Letter.....	31

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MODULE 1. ESTABLISH LABORATORY FABRICATION STANDARDS

STS TASK REFERENCE(S):

9.1.1 Establish laboratory fabrication standards

TRAINING REFERENCE(S):

CDC 4Y052/72

USAF Dental Management Guide

Area Dental Laboratory Submission Standards

EVALUATION INSTRUCTIONS:

After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

Quality Control Plan

STEPS IN TASK PERFORMANCE:

1. Local fabrication standards will be determined by the laboratory officer and the laboratory NCOIC
2. Standards will be based off of what the laboratory officer deems clinically acceptable.
3. Fabrication standards are developed locally as part of an established quality control plan that includes:
 - a. A review by the laboratory officer or laboratory NCOIC of all incoming, working, and completed cases.
 - b. The review for incoming cases should ensure: acceptable casts, adequate occlusal records, a properly completed and signed DD Form 2322, and any additional items e.g. shade tabs, matrices, and drawings.
 - c. The fabrication standards should require a review of the prostheses/appliance by a trainer or NCOIC at the completion of logical steps in the fabrication process.
 - d. A review of completed casework should include general requirements such as; sanitation, form, function, and esthetics.
4. Review feedback from the prescribing dentists and have a method in place for tracking data to evaluate trends and identify areas for improvement.

MODULE 1. ESTABLISH LABORATORY FABRICATION STANDARDS

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to establish laboratory fabrication standards and satisfactorily perform all parts of the task without assistance. Ensure proper safety precautions are followed. Evaluate the trainee's performance using this checklist.

ESTABLISH LABORATORY FABRICATION STANDARDS		
DID THE TRAINEE...?	YES	NO
1. Coordinate with laboratory officer to determine what is clinically acceptable.		
2. Establish review checklists for incoming, working, and completed cases.		
3. Review feedback from prescribing dentists.		
4. Track data to evaluate trends and identify areas for improvement.		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 2. INSPECT QUALITY OF CLINICAL CASEWORK RECEIVED

STS TASK REFERENCE(S):

- 9.1.2 Inspect quality of clinical casework received

TRAINING REFERENCE(S):

Local Dental Laboratory Submission Standards
Area Dental Laboratory Submission Standards
4Y052/72 CDC

EVALUATION INSTRUCTIONS:

Demonstrate how to inspect the quality of clinical casework received to ensure compliance with established laboratory fabrications standards. Have the trainee inspect clinical casework received and identify discrepancies. After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

DD Form 2322 Casts
Dies Interocclusal record
Impressions

STEPS IN TASK PERFORMANCE:

1. Verify completeness of casework
 - a) DD Form 2322
 - b) Diagnostic casts, opposing cast, working cast, surveyed design cast
 - c) Interocclusal records
 - d) Impressions
2. Verify completeness of DD Form 2322 IAW AFI 47-101, Attachment 15.
 - a) Shade and Mold Guide
 - b) Date Delivered
 - c) Prosthesis Design
 - d) Enclosed Items
 - e) Clinicians Remarks/Instructions
 - f) Typed Name and Grade of Dental Officer with Signature
3. Verify impression/cast is free of voids, tears, and distortion
4. Verify interocclusal record is free of distortion
5. Verify maxillary/mandibular cast relationship – check for rocking/interferences
6. Verify adequate interocclusal space exists for designed prostheses
7. Verify proper die preparation:
 - a) Die trimmed
 - b) Margins marked
 - c) Preparation free of voids or undercuts
 - d) Hardener/Spacer applied
 - e) Die preparation compatible with restoration design; i.e. porcelain margin
8. Identify discrepancies

MODULE 2. INSPECT QUALITY OF CLINICAL CASEWORK RECEIVED

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to inspect the quality of clinical casework received and satisfactorily perform all parts of the task without assistance. Evaluate the trainee's performance using this checklist.

INSPECT QUALITY OF CLINICAL CASEWORK RECEIVED		
DID THE TRAINEE...?	YES	NO
1. Use ADL or local quality control standards to inspect the quality of clinical casework received?		
2. Verify completeness of DD Form 2322		
3. Verify completeness of casework		
4. Verify quality of casts		
5. Verify quality of interocclusal records		
6. Verify maxillary/mandibular cast relationship		
7. Verify proper die preparation		
8. Identify discrepancies		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 3. INSPECT QUALITY OF LABORATORY CASEWORK COMPLETED

STS TASK REFERENCE(S):

9.1.3 Inspect quality of laboratory casework completed

TRAINING REFERENCE(S):

Local Dental Laboratory Fabrication Standards
USAF Dental Service Management Guide
4Y052/72 CDC

EVALUATION INSTRUCTIONS:

Demonstrate how to inspect the quality of laboratory casework completed to ensure compliance with established laboratory fabrications standards. Have the trainee inspect laboratory casework completed and identify discrepancies. After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

DD Form 2322	Casts
Dies	Interocclusal record
Completed restoration	Shim stock
Microscope	

STEPS IN TASK PERFORMANCE:

1. Review DD Form 2322
2. Verify completeness of casework
3. Verify restoration fabricated per design and instructions
4. Verify accurate maxillary/mandibular cast relationship – check for rocking/interferences
5. Verify proper fit of restoration
6. Verify proper shade and characterization of porcelain restorations
7. Verify porosity free/ highly polished surfaces
8. Verify a nodule free interior surface using a microscope (fixed)
9. Verify closed and complete margins (fixed)
10. Verify proper contours and anatomical features of prosthesis
11. Using shim stock, verify proper proximal and tissue contacts (fixed)
12. Verify articulator is adjusted and functioning properly
13. Using the articulator and shim stock, verify centric contacts between maxillary and mandibular casts without the restoration in place
14. Using the articulator and shim stock, verify centric/eccentric contacts between prosthesis and opposing cast
15. Using the articulator, verify absence of destructive eccentric contacts

MODULE 3. INSPECT QUALITY OF LABORATORY CASEWORK COMPLETED

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to inspect the quality of clinical casework completed and satisfactorily perform all parts of the task without assistance. Evaluate the trainee's performance using this checklist.

INSPECT QUALITY OF LABORATORY CASEWORK COMPLETED		
DID THE TRAINEE...?	YES	NO
1. Use established laboratory fabrications standards to inspect the quality of clinical casework received?		
2. Verify restoration fabricated per DD Form 2322		
3. Verify accurate maxillary/mandibular cast relationship		
4. Verify porosity free/ highly polished surfaces		
5. Verify nodule free interior surface using a microscope (fixed)		
6. Verify closed and complete margins (fixed)		
7. Verify proper contours and anatomical features of prosthesis		
8. Verify articulator is adjusted and functioning properly		
9. Use the articulator and shim stock to verify centric/eccentric contacts		
10. Use the articulator to verify absence of destructive eccentric contacts		
11. Identify discrepancies		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 4. MANAGE INVENTORY OF ARTIFICIAL TEETH

STS TASK REFERENCE(S):

9.2 Manage inventory of artificial teeth

TRAINING REFERENCE(S):

CDC 4Y052/72

EVALUATION INSTRUCTIONS:

Demonstrate how to manage the inventory of artificial teeth IAW locally established guidelines. Explain how the even tooth exchange privilege is used. You do not need to appoint the trainee this duty to qualify training for this module. Have the trainee manage the inventory of artificial teeth. After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

Artificial Teeth	Artificial Tooth Management File
Manufacturer's Order Forms	Tooth Cabinet

STEPS IN TASK PERFORMANCE:

1. Establish a file folder with stock level sheets, orders due in, and orders received
2. Demonstrate how to close out the existing file and initiate a new file
3. Carry forward the most current stock level sheets and all orders due in
4. Analyze past tooth orders to determine usage and adjust stock levels to avoid being under or overstocked
5. Review stock level sheets annually or semi-annually; date and initial each review, coordinate any proposed stock level changes through your laboratory flight commander/chief
6. Adjust stock levels as approved
7. Make maximum use of the service stock level method and order often
8. Review orders due in to avoid reordering and overstocking teeth
9. When broken sets are available, prepare even exchanges for teeth needed using the manufacturer's order forms
10. Ensure teeth for even exchange meet the requirements of the exchange privilege agreement
11. Send even exchange orders directly to the manufacturer and not through medical logistics
12. Prepare new tooth orders for each brand, mold, and shade needed, use manufacturer's order forms
13. Date order forms and add up quantities requested
14. Prepare requisition forms and forward tooth orders to dental supply or medical materiel section
15. Verify and date orders received
16. Follow-up on orders due in which have not been received in a reasonable time, usually 30 days
17. Maintain drawers of tooth cabinets in neat, orderly manner

MODULE 4. MANAGE INVENTORY OF ARTIFICIAL TEETH

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to manage artificial teeth and satisfactorily perform all parts of the task without assistance. Evaluate the trainee's performance using this checklist.

MANAGE INVENTORY OF ARTIFICIAL TEETH		
DID THE TRAINEE...?	YES	NO
1. Maintain the contents of the existing artificial tooth management file IAW locally established guidelines		
2. Review past tooth orders to validate current stock levels		
3. Review orders due in to avoid reordering and overstocking teeth		
4. Prepare even exchanges when broken sets are available IAW the exchange privilege agreement		
5. Prepare new tooth orders as needed		
6. Verify and date orders received		
7. Maintain tooth cabinets in neat orderly manner		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 5. MANAGE THE DENTAL REGISTER OF PRECIOUS METALS AND ALLOYS

STS TASK REFERENCE(S):

- 9.3 Manage the Dental Register of Precious Metals and Alloys

TRAINING REFERENCE(S):

AFI 47-101, Managing Air Force Dental Services
4Y052/72 CDC

EVALUATION INSTRUCTIONS:

Demonstrate how to manage precious metals and alloys IAW applicable directives and local operating instructions. You do not need to appoint the trainee this duty to qualify training for this module. Have the trainee manage the precious metals and alloys. After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

Dental Register of Precious Metals and Alloys	Electronic Scale or Balance
Hand Held Vacuum	Precious Metals and Alloys
Safe or Vault	

STEPS IN TASK PERFORMANCE:

1. Maintain the register in a folder or notebook, file credit and debit vouchers separately
2. Maintain a separate AF IMT 520, Record of Dental Precious Metals and Alloys, for each type of precious metal used and index them according to stock number
3. Make all entries in ink; cross out and initial errors with a single line and enter the correct information—DO NOT use whiteout
4. Close out registers at the end of the fiscal year and establish new register on 1 October of each succeeding year
5. Have inventories accomplished: before closing out the old register; when a custodian is appointed; or anytime any precious metals custodian is reassigned
6. Verify balances of precious metals on hand match AF IMT 520 and all accounting in the register is accurate before working in the register
7. Make debit voucher entries on AF IMT 520 when items are received from medical logistics
8. Issue precious metals on DD Form 2322, Dental Laboratory Work Authorization, and account for expenditures
9. Assign credit voucher numbers and make entries on AF IMT 520 for expenditures of precious metals and alloys
10. For restorations which did not fit after try-in, assign debit voucher number to DD Form 2322 and reenter weights on appropriate AF IMT 520
11. When dentists turn-in a patient's old restoration to the laboratory, assign debit voucher number to DD Forms 2322 and make entries on the appropriate AF IMT 520
12. Conduct monthly inventory, with inspector, to verify quantity of precious metals on hand are the same as that recorded on the AF IMT 520
13. Accomplish AF Form 85, Inventory Adjustment Voucher, to correct imbalances due to accounting error, but not due to actual loss of property

MODULE 5. MANAGE THE DENTAL REGISTER OF PRECIOUS METALS AND ALLOYS

STEPS IN TASK PERFORMANCE (CONTINUED):

14. Inspectors may initiate a DD Form 200, Inquiry and Investigation into Financial Liability for Government Property, for shortages of precious metals discovered

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to manage precious metals and satisfactorily perform all tasks without assistance. Evaluate the trainee's performance using this checklist.

MANAGE THE DENTAL REGISTER OF PRECIOUS METALS AND ALLOYS		
DID THE TRAINEE...?	YES	NO
1. Verify balances of precious metals on hand and ensure register was properly maintained before working in the register		
2. Correctly annotate debit voucher entries on AF IMT 520 for metals received from medical logistics		
3. Correctly issue and account for expenditures on DD Form 2322		
4. Correctly assign credit voucher numbers and make entries on AF IMT 520 for metals expended		
5. Correctly assign debit voucher numbers and make entries on AF IMT 520 for restorations which did not fit after try-in		
6. Correctly assign debit voucher numbers and make entries on AF IMT 520 for scrap or grindings containing precious metals		
7. Conduct monthly inventories with inspector to verify quantities of precious metal on hand match those recorded on the AF IMT 520		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 6. SECURE PRECIOUS METALS AND ALLOYS

STS TASK REFERENCE(S):

9.4 Secure precious metals and alloys

TRAINING REFERENCE(S):

AFI 47-101, Managing Air Force Dental Services
4Y052/72 CDC

EVALUATION INSTRUCTIONS:

Demonstrate how to secure precious metals and alloys IAW applicable directives and local operating instructions. You do not need to appoint the trainee this duty to qualify training for this module. Have the trainee secure the precious metals and alloys. After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

Dental Register of Precious Metals and Alloys	Electronic Scale or Balance
Hand Held Vacuum	Precious Metals and Alloys
Safe or Vault	

STEPS IN TASK PERFORMANCE:

1. Keep precious metals locked in a safe or vault when not in use
2. Annotate SF 702, Safe or Cabinet Security Record, when opening and closing the safe
3. Restrict combination and access to only authorized individuals listed on SF 700, Security Container Information
4. Change combination of safe annually or when there is a custodial change and reaccomplish SF 700, Security Container Information

MODULE 6. SECURE PRECIOUS METALS AND ALLOYS

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to secure precious metals and satisfactorily perform all tasks without assistance. Evaluate the trainee's performance using this checklist.

SECURE PRECIOUS METALS AND ALLOYS		
DID THE TRAINEE...?	YES	NO
1. Annotate SF 702 when opening or closing the safe		
2. Restrict combination and access to only authorized individuals listed on SF 700		
3. Change combination of safe annually or when there is a custodial change and reaccomplish SF 700, Security Container Information		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 7. RECOVER PRECIOUS METALS AND ALLOYS

STS TASK REFERENCE(S):

9.5 Recover precious metals and alloys

TRAINING REFERENCE(S):

AFI 47-101, Managing Air Force Dental Services
4Y052/72 CDC

EVALUATION INSTRUCTIONS:

Demonstrate how to recover precious metals and alloys IAW applicable directives and local operating instructions. You do not need to appoint the trainee this duty to qualify training for this module. Have the trainee recover the precious metals and alloys. After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

Dental Register of Precious Metals and Alloys	Electronic Scale or Balance
Hand Held Vacuum	Precious Metals and Alloys
Safe or Vault	

STEPS IN TASK PERFORMANCE:

1. Recover scrap or grindings containing precious metals using hand held vacuum
2. Assign debit voucher numbers and make entries on AF IMT 520 for scrap or grindings containing precious metals unfit for further use
3. Turn-in precious metals which are excess or unfit for use and grindings to medical logistics using applicable documents

MODULE 7. RECOVER PRECIOUS METALS AND ALLOYS

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to recover precious metals and satisfactorily perform all tasks without assistance. Evaluate the trainee's performance using this checklist.

RECOVER PRECIOUS METALS AND ALLOYS		
DID THE TRAINEE...?	YES	NO
1. Recover scrap or grindings containing precious metals		
2. Assign debit voucher numbers and make entries on AF IMT 520		
3. Turn-in precious metals which are excess or unfit for use and grindings to medical logistics		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 8. PREPARE /REVIEW REPORTS AND CORRESPONDENCE

STS TASK REFERENCE(S):

9.8 Prepare/review reports and correspondence

TRAINING REFERENCE(S):

AFI 47-101, *Managing Air Force Dental Services*
AFH 33-337, *Tongue and Quill*
AFMAN 33-326, *Preparing Official Communications*
CDC 4Y072

EVALUATION INSTRUCTIONS:

Demonstrate how to prepare an official memorandum. Have the trainee prepare an official memorandum for the scenario provided. After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

Letterhead	Word processing application
Computer	Performance scenario

STEPS IN TASK PERFORMANCE:

1. Develop an Official Memorandum and Memo for Record for the scenario on the next page
2. Obtain the proper letterhead (printed or computer-generated)
3. Type or print on one side of the paper using blue or blue-black ink using 10 to 12 point fonts
4. Prepare the memorandum using plain language. Use logical organization; common, every day words, (except for necessary technical terms); “you” and other pronouns; the active voice; and short sentences
5. Use 1-inch margins on the left, right, and bottom for memorandums of 20 lines and longer. Use 1 to 1 ½-inch margins for 10-19 lines and 1 ½ to 2-inch margins for 1-9 lines
6. Place the date 10 lines from the top and flush with the right margin using the day, month, year format, for example, 25 February 2006
7. Type “MEMORANDUM FOR” in uppercase flush with the left margin, 2.5 inches/14 lines from the top of the page
8. Type “FROM: ” in uppercase, flush with the left margin, two line spaces below the last line of the MEMORANDUM FOR element
9. Type “SUBJECT:” in uppercase, flush with the left margin, two line spaces below the FROM element
10. Begin the first line of the text two lines below the last line of the SUBJECT element
11. Number and letter each paragraph and subparagraph (a single paragraph is not numbered)
12. Indent subparagraphs 0.5-inch or five spaces and number and letter in sequence
13. Type or stamp the signature element five lines below last line of text
 - a. Place 4.5 inches from left edge of paper or three space to the right of page center
 - b. If dual signatures are required, type junior ranking official’s signature block at left margin
 - c. Do NOT place the signature element on a continuation page by itself
 - d. First Line. Type name in uppercase the way the person signs it; include grade and service if military; civilians may include their grade

MODULE 8. PREPARE /REVIEW REPORTS AND CORRESPONDENCE

STEPS IN TASK PERFORMANCE (CONTINUED):

- e. Second Line. Duty title
 - f. Third Line. Name of the office or organization level if not printed on the letterhead or in the heading.
14. Sign correspondence with permanent black or dark blue ink; use black typewriter ribbons, black printer toner, or black ink for rubber stamps or signature facsimile equipment
 15. Attachment Element. Type "Attachment:" or "Attachments:" at the left margin, three line spaces below the signature element; see AFI 33-326 for correct format
 16. Establish a suspense only when you need a reply by specific date
 17. Follow the six basic steps for effective writing
 - a) Analyze purpose and audience
 - b) Conduct the research
 - c) Support your ideas
 - d) Organize the memorandum into; introduction, body, and conclusion
 - e) Draft and edit
 - f) Get specific positive and negative feed back
 18. Check for proper punctuation, abbreviations, capitalization, acronyms and numbers

Scenario:

You are the Dental Laboratory NCOIC. During your review of the HAZCOM Program you noticed that the laboratory is months over due for the required Bioenvironmental Periodic Survey. You are to draft an Official Memorandum requesting an appointment be established to complete this inspection. You should include your concerns about the health and welfare of your staff. Add an explanatory Memorandum for Record (page 157-158 of *The Tongue and Quill*) to the squadron copy. Include the purpose of the Official Memorandum, background information, and a statement about coordination of the memorandum through the Dental Laboratory Officer.

A sample Official Memorandum can be found in AFMAN 33-326, *Preparing Official Communication*.

MODULE 8. PREPARE/REVIEW REPORTS AND CORRESPONDENCE

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to prepare/review reports and correspondence and satisfactorily perform all parts of the task without assistance. Evaluate the trainee's performance using this checklist.

PREPARE/REVIEW REPORTS AND CORRESPONDENCE		
DID THE TRAINEE...?	YES	NO
1. Correctly format the correspondence/reports		
2. Prepare the correspondence using plain language		
3. Analyze the purpose and audience		
4. Conduct research		
5. Support ideas		
6. Develop an introduction, body, and conclusion		
7. Draft and edit		
8. Get feedback		
9. Check punctuation, abbreviations, capitalization, and numbers		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 9. PREPARE/REVIEW OPERATING POLICIES AND INSTRUCTIONS

STS TASK REFERENCE(S):

- 9.9 Prepare/review operating policies and instructions

TRAINING REFERENCES:

AFH 33-337, *Tongue and Quill*
AFMAN 33-326, *Preparing Official Communications*
AFI 33-360, *Publications and Forms Management*
AFI 47-101, *Managing Air Force Dental Services*
4Y072 CDC

EVALUATION INSTRUCTIONS:

Demonstrate how to prepare a dental operating instruction. Have the trainee prepare a dental operating instruction using the scenario provided. After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

Computer
Performance scenario
Microsoft Word

STEPS IN TASK PERFORMANCE:

1. Develop a dental operating instruction (DOI) for the scenario on the next page
2. Type in Microsoft Word, 12-point Times New Roman font
3. Double space, full-measure format, NOT dual-column format
4. Use 1-inch left, right, top, and bottom margins
5. Write in a direct, active voice with simple, grammatically correct, concise sentences
6. Keep paragraphs 7-9 sentences long, divide into subparagraphs or main paragraphs if needed
7. Conduct research; verify all resources are current
8. Refer to heading of AFI 47-101 for correct format of title page heading
9. Assign OI number based on series number from AFI 33-360, control number after hyphen begins with Arabic 1 and continues sequentially with each OI
10. Assign effective date on heading as of the issuance date the approval authority assigns
11. Write a 2-4 sentence purpose statement outlining the reason for the OI and who must comply
 - a) Include antecedent policy directive and title, the parent instruction e.g., AFI 47-101, Dental Services
 - b) Material relating to an OSHA standard must include “This instruction is consistent with Air Force Occupational Safety and Health (AFOSH) standard or Department of Labor Occupational Safety and Health Act (OSHA) standard (or standards) (number).”
12. Develop titles for main paragraphs, no more than 10 words
13. List “References” in a single paragraph – if more than 10, create an attachment
14. Create “Terms Explained” paragraph to spell out acronyms and abbreviations – refer to forms/publications by number and long title the first time used

MODULE 9. PREPARE/REVIEW OPERATING POLICIES AND INSTRUCTIONS

STEPS IN TASK PERFORMANCE (CONTINUED):

15. Number main paragraphs consecutively, Arabic numerals; e.g., 1, 2, etc. Subparagraphs use Arabic numerals in sequence, separated by periods, progressing from the main paragraph number. Example:
 - 1.1.1. for the first subparagraph
 - 1.1.1.1. for the first paragraph under the first subparagraph
 - 1.1.1.1.1. for the first paragraph under the first sub-subparagraph, etc.
16. Place Title-Page Footnotes – follow format of AFI 47-101 title-page
 - a) Supersession Line. Give the publication number and date of superseded publication.
 - b) Office of Primary Responsibility (OPR). Writer's office, duty section, rank and name
17. Include signature block of approval authority on last page of publication, before attachments
 - a) Position first line 5 lines below last line of OI
 - b) Position 4.5" from the left edge of the page or three spaces to the right of page center
 - c) Include name, rank, grade, and service in uppercase on first line
 - d) Use uppercase and lower case on second line for duty title
18. Edit OI for accuracy, currency, integrity, and expected compliance (heading, subject and main titles, title-page footnote, and signature element)
19. Edit for grammar, spelling, punctuation, capitalization, and use of references, abbreviations, acronyms, and terms

Scenario:

Choose a topic from the following list or select one of your own with approval from your trainer. Develop an operating instruction (OI) on the chosen topic. Follow the format of AFI 47-101.

Continuing Education
Dental Patient Management
Facility Management
Periodic Dental Examinations
Resource Management
Occupational Health and Safety
Dental Radiology
Management of Medical Emergencies
Preventive Dentistry Program
Dental Laboratory Safety
Precious Metals and Alloys
Management of Flying / Rated / PRP personnel

MODULE 9. PREPARE/REVIEW OPERATING POLICIES AND INSTRUCTIONS

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to prepare/review operating policies and instructions and satisfactorily perform all parts of the task with no more than four trainer assists. Evaluate the trainee's performance using this checklist.

PREPARE/REVIEW OPERATING POLICIES AND INSTRUCTIONS		
DID THE TRAINEE...?	YES	NO
1. Use correct software, page layout, font, and margins		
2. Present material in a logical, orderly sequence		
3. Write text in an active voice, plain, uncluttered style (avoid jargon)		
4. Conduct research		
5. Correctly format the operating instruction heading		
6. Write a purpose statement with required elements		
7. Develop titles to describe text of document, paragraphs, etc.		
8. Refer to forms/publications by number and long title the first time used		
9. Identify "References" as a paragraph title or by a glossary		
10. Spell out abbreviations and acronyms under "Terms Explained" title		
11. Correctly number paragraphs and subparagraphs		
12. Complete a footnote with required elements		
13. Correctly format signature element		
14. Edit document		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 10. REPORT DEFECTIVE EQUIPMENT/UTILITIES FOR CORRECTIVE ACTION TO APPROPRIATE AGENCIES

STS TASK REFERENCE(S):

9.11.2 Report defective equipment/utilities for corrective action to appropriate agencies

TRAINING REFERENCE(S):

AFI 41-201, *Managing Clinical Engineering Programs*
CDC 4Y072

EVALUATION INSTRUCTIONS:

The trainee must be able to report defective equipment and utilities to appropriate agencies for corrective actions. After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

Repairable Item Processing Tag Custodian Maintenance Report
(AFTO Form 350)

STEPS IN TASK PERFORMANCE:

1. Identify the equipment needing repair to restore normal function, safety, performance, and reliability
2. Contact, using proper channels, the BMET technician to schedule repairs
3. Include the identification of the equipment, using activity, and nature of work requested
4. Retain a portion of the AFTO Form 350 tag for tracking the status of the equipment
5. Log all downtimes of broken equipment and verify against the custodian maintenance report
6. Follow the MTF guidance/directives for obtaining maintenance repairs on utilities
7. Identify defective equipment or utilities
8. Contact the facility manager and convey correct location of defective equipment or utilities
9. Inform the facility manager whether this job order affects mission accomplishment

MODULE 10. REPORT DEFECTIVE EQUIPMENT/UTILITIES FOR CORRECTIVE ACTION TO APPROPRIATE AGENCIES

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to report defective equipment and utilities for corrective action and satisfactorily perform all parts of the task without assistance. Evaluate the trainee's performance using this checklist.

REPORT DEFECTIVE EQUIPMENT/UTILITIES FOR CORRECTIVE ACTION TO APPROPRIATE AGENCIES		
DID THE TRAINEE...?	YES	NO
1. Identify and verify equipment/utilities needing repair		
2. Contact proper individuals, using correct channels, to schedule repairs		
3. Provide detailed information about equipment or location of the utilities to be repaired		
4. Retain appropriate paperwork for tracking the status of equipment/utility repair		
5. Verify maintenance was completed to required operational standards		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 11. CONDUCT UNIT SELF-ASSESSMENT

STS TASK REFERENCE(S):

9.13 Conduct unit self-assessment

TRAINING REFERENCE(S):

AFI 47-101, Managing Air Force Dental Services
Dental Management Guide
CDC 4Y072

EVALUATION INSTRUCTIONS:

After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

Self inspection checklist

STEPS IN TASK PERFORMANCE:

1. Obtain a current self-inspection checklist (should consist of all administrative requirements from AF directives as well as HSI criteria)
2. Follow the checklist line by line to ensure a thorough assessment
3. Identify and address any checklist items not meeting requirements
4. Review checklist at least quarterly

MODULE 11. CONDUCT UNIT SELF-ASSESSMENT

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to conduct a unit self-assessment and satisfactorily perform all parts of the task without assistance. Ensure proper safety precautions are followed. Evaluate the trainee's performance using this checklist.

CONDUCT UNIT SELF-ASSESSMENT		
DID THE TRAINEE...?	YES	NO
1. Obtain a current inspection checklist		
2. Followed inspection checklist line by line		
3. Identify and address any items not meeting requirements		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 12. PROCESS AND MAINTAIN AUTOMATED DENTAL TREATMENT DATA

STS TASK REFERENCE(S):

9.14.1 Process and maintain automated dental treatment data

TRAINING REFERENCE(S):

4Y072 CDC
Local Policies and Procedures

EVALUATION INSTRUCTIONS:

After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist. Instruct the trainee to incorrectly input the last two AF IMT 644 and DD Form 2322. This is necessary to test their ability to make clinical and lab productivity adjustments.

PERFORMANCE RESOURCES:

Daily Transaction Listing (DTL)
Record of Dental Attendance (AF IMT 644)
Dental Data System
Dental Laboratory Work Authorization (DD Form 2322)

STEPS IN TASK PERFORMANCE:

1. Collect AF IMTs 644 and DD Forms 2322 for input
2. Log onto DDS using valid password
3. Select Clinical Productivity program from MASTER MENU
4. Enter data taken from each AF IMT 644
5. Select Lab/ADL Productivity program from MASTER MENU
6. Enter data taken from each DD Form 2322
7. Request DTL
8. Ensure data integrity; check each AF IMT 644 and DD 2322 against the corresponding entry line on the DTL
9. Identify incorrect/faulty entries
10. Annotate the correct information on the DTL
11. Select Clinical Productivity program from MASTER MENU, then choose ADJUST CLINIC TRANSACTIONS option
12. Perform adjustment procedure for inaccurate transactions
13. Select Lab/ADL Productivity program from MASTER MENU, then choose ADJUST LAB/ADL TRANSACTIONS options
14. Perform adjustment procedure for inaccurate transactions
15. Log off of the Dental Data System
16. File DTL, AF IMT 644, and DD Forms 2322
17. Maintain these documents on file for 90 days

MODULE 12. PROCESS AND MAINTAIN AUTOMATED DENTAL TREATMENT DATA

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to process and maintain automated dental treatment data and satisfactorily perform all tasks without assistance. Evaluate the trainee’s performance using this checklist.

PROCESS AND MAINTAIN AUTOMATED DENTAL TREATMENT DATA		
DID THE TRAINEE...?	YES	NO
1. Log on to the Dental Data System		
2. Select the appropriate program and input data from each AF IMT 644		
3. Select the appropriate program and input data from each DD Form 2322		
4. Request DTL		
5. Check each AF IMT 644 and DD 2322 against the DTL		
6. Annotate corrected information on the DTL		
7. Perform adjustment procedures for inaccurate transactions		
8. Log off the Dental Data System		
9. File DTL, AF IMT 644, and DD Forms 2322		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

MODULE 13. INTERPRET AUTOMATED TREATMENT DATA

STS TASK REFERENCE(S):

9.14.2 Interpret automated treatment data

TRAINING REFERENCE(S):

AFCSM 47-226, Dental Data Systems
AFI 47-101, Managing Air Force Dental Services
CDC 4Y072

EVALUATION INSTRUCTIONS:

Demonstrate how to find productivity and staffing data on the Dental Service Report. Ensure the trainee understands where the data is located and how it is used. Have the trainee find productivity and staffing data on the Dental Service Report. After ensuring the trainee has received sufficient practice, evaluate his/her abilities using the performance checklist.

PERFORMANCE RESOURCES:

Base and Command Dental Service Report (DSR)

STEPS IN TASK PERFORMANCE:

1. Identify the current DSR
 - a. Locate and state the total number of patients treated
 - b. Calculate the percentage of active duty patients treated
 - c. Locate and state the percentage of broken appointments
 - d. Locate and state the total number of DWVs
 - e. Locate and state the total number of CLVs
 - f. Locate and state the supply cost per DWV and CLV
 - g. Locate and state the number of active duty flying personnel in each dental readiness class
 - h. Locate and state the number of active duty mobility personnel in each dental readiness class
2. Identify the Dental Service Management Report (Staffing)
 - a. Locate and state key personnel assigned
 - b. Locate and state numbers of dental officers, 4Y0X1s, 4Y0X2s, and other assigned personnel
 - c. Locate and state the total number of active Red Cross volunteers

MODULE 13. INTERPRET AUTOMATED TREATMENT DATA

PERFORMANCE CHECKLIST

INSTRUCTIONS:

The trainee must be able to interpret automated treatment data without assistance. Evaluate the trainee's performance using this checklist.

INTERPRET AUTOMATED TREATMENT DATA		
DID THE TRAINEE...?	YES	NO
1. Use a current DSR to...		
a. Locate and state the total number of patients treated		
b. Calculate the percentage of active duty patients treated		
c. Locate and state the percentage of broken appointments		
d. Locate and state total of DWVs, CLVs, and supply cost per DWV, CLV		
e. Locate and state AD flying and mobility personnel in each dental class		
2. Use the Dental Service Management (Staffing) to...		
a. Locate and state key personnel listed		
b. Locate and state by status the total number of personnel assigned		
c. Locate and state the total number of active duty population		

FEEDBACK:

Using this checklist as a source of information, discuss the trainee's performance indicating strengths and weaknesses, suggested improvements, etc. If the trainee performed all steps of the task satisfactorily, both the trainer and trainee should certify performance by appropriately documenting the OJT record.

Dental Laboratory Qualification Training Progress Record

Rank/Name _____

(Circle One)

Qualification Upgrade Training to: **5-Skill Level** **7-Skill Level**

<i>Core Task</i>	<i>Module Number</i>	<i>Module Title</i>	<i>Date Completed</i>	<i>Trainer's Initials</i>
7	1.	Establish Laboratory Fabrication Standards		
7	2.	Inspect Quality of Clinical Casework Received		
7	3.	Inspect Quality of Laboratory Casework Completed		
5	4.	Manage Inventory of Artificial Teeth		
5	5.	Manage the Dental Register of Precious Metals and Alloys		
5	6.	Secure Precious Metals and Alloys		
5	7.	Recover Precious Metals and Alloys		
7	8.	Prepare/Review Reports and Correspondence		
7	9.	Prepare/Review Operating Policies and Instructions		
7	10.	Report Defective Equipment/Utilities for Corrective Action to Appropriate Agencies		
7	11.	Conduct Unit Self-Assessment		
7	12.	Process and Maintain Automated Dental Treatment Data		
7	13.	Interpret Automated Treatment Data		

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MEMORANDUM FOR 381 TRS (CDC Writer)
917 Missile Rd
Sheppard AFB TX 76311-2246

FROM:

SUBJECT: Qualification Training Package Improvement

1. Identify volume and module.

Volume # _____

Module # and
title _____

2. Identify improvement/correction section(s)

_____ STS Task reference	_____ Performance Checklist
_____ Training Reference	_____ Feedback
_____ Evaluation Instructions	_____ Format
_____ Performance Resources	_____ Other
_____ Steps in Task Performance	

3. Recommended changes--use a continuation sheet if necessary.

4. Thank you for your time and interest.

YOUR NAME, RANK, USAF
Title/Position