

Dental Pneus

Update from Phill

I thought it's appropriate to give an update to our valued business partners; Staff, customers and suppliers.

We have all felt the effects of this pandemic so far and it will continue to impact on our businesses and lives for some time to come; some things will change for good. We have clients who have lost family members, we have staff who have close friends who have lost family members, we have staff who have friends abroad working in the front line in the healthcare industry who have contracted Covid19 through helping others. When people talk about the 6 degrees of separation it doesn't really sink home until it relates to something as serious as this. Our sincere thoughts truly go out to everyone at this time. We are all struggling to manage and cope with the stress of not being with loved ones, worrying about our families, the people we care about, our businesses, and our wider communities we live and work in.

Despite so many people and businesses saying "its business as usual," the reality is that it's not. The team have been working behind the scenes in makeshift "home offices" set up on kitchens tables, spare rooms, living rooms and even bedrooms to try to continue to work. As a service company, we are physical people; our team thrives on doing the physical work. Being stuck behind small computer screens doing tasks we don't normally do has been really difficult for our team. I would like to say a massive thanks to our awesome team, they have adapted and coped well to the change. Yes, we have had our ups and downs, however, overall I am really proud how the team has performed.

We are planning on making this a quarterly newsletter as a way to better communicate to you and keep you in the loop with what is going on here at ATS.

So what have we been doing in these makeshift home offices? Well find out on pages 2 & 3.

Social Media:

Please check out our social media channels!



<https://www.facebook.com/AdvancedTechnicalServicesLtd>



<http://www.advancedtechnical.co.nz/>



<https://www.youtube.com/user/Advancedtechnical/>



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Meet the Team

- *Dean Newberry*



Dean Newberry is our digital and Validation Specialist. He has been the real engine behind the work we have done and an unsung hero. Locked up in his bedroom working from a small tablet on a tiny desk he has been powering through our digital support to the team, updating our website, transforming the documents that are fed his way into a presentable format with consistency. Providing support to the team

on the use of applications, he has created a wealth of online content for our team on how to use applications, tutorials from how to use Skype, through to creating and working with excel spreadsheets and everything in between. Dean has absolutely thrived in this environment and the work he has gone through is phenomenal. Check out his work on www.advancedtechnical.co.nz, mainly under the support section.

- *Julie Christensen*



Julie Christensen is our accounts person. Julie has worked for us from her home in Upper Hutt. To help set Julie up, we used a range of technology, including web-based systems, telephony and remote computers. Whilst it has been challenging to set up and improve initially, doing so has proven to be a blessing in disguise. When we had to roll out remote offices to our team we already had the infrastructure in place to cope with this, so the task was relatively straight forward. We knew what we had to do and

it was just a matter of making it happen. Julie has been staying in contact with our suppliers, creating cashflow forecasts, updating our systems, and creating documents on how to help answer common questions to provide a quicker resolution to our client's challenges. Julie has done an amazing job triaging phone calls; especially considering she is not physically in our workshop!

- *Cyn Tanner*



Cyn Tanner, our service manager, has taken the time to create a staff training manual. One of the challenges we have faced when we employ staff is how to train our new team members, and how to pass on all the "tribal knowledge" to the new team member in such a specialized industry. Cyn has also expanded our service sheet's schedules for the major

items we look after, providing more detail. This will, in turn, help ensure the quality of the work we do and increase the efficiency of the tasks performed, as they are now well defined. Whilst Cyn's strengths lie in the physical side of the work, he has created the content and passed this on to Dean to tidy up and format and generally do his magic.

- *Andrew Turner*



Andrew Turner, our service coordinator, has been the glue that binds us together. He has been instrumental in organizing and setting up our remote offices, providing support to the team to get them set up from home and making their "digital" environments feel like home has been well received. Andrew has been the man who has been collating the government information from many sites,

formulating our Covid19 response plan with details of what we will do in levels 4 through 1. Andrew truly has been my "right-hand man" throughout this and remains instrumental in keeping the company going. From coordinating the tasks for the team and providing technical assistance, to thinking outside the box to make things happen.

- *Phill Ruby*



Whilst Phill Ruby has been on the front line taking all the credit for the hard work our team has put in. It is really pleasing to be able to provide support to our customers on the front line, albeit only a few calls. Phill's main focus has been on producing our business continuity plan; this has meant sitting in on many webinars, reading and watching training material to ensure as a business we can be sustainable, and weather this

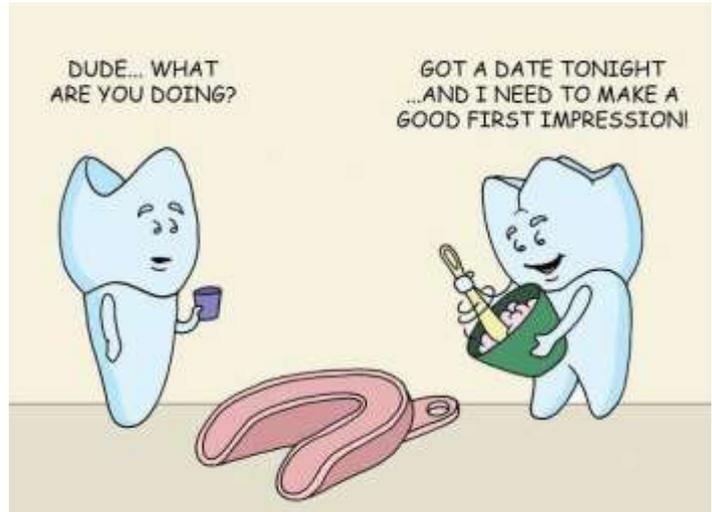
storm throughout a period where our clients can't operate. Like you, We truly feel the pain of running a business with next to no income. Phill is also liaising with dental colleague's practice managers to stay abreast of the current industry guidelines and best practices, getting the workshop ready for the team to return.

Humor time

What did the judge say to the dentist?

I don't know. What?

“Do you swear to pull the tooth, the whole tooth and nothing but the tooth?”



Hand Sanitizer stations



As part of our continuous improvement philosophy, our team makes daily improvements to our processes. A key driver for what we improve is a focus on “fixing what bugs us”. We will start to highlight and share some of the improvements we have made. Faced with the need to improve the hand hygiene in our facility, Phill saw the need for some dedicated hygiene stations. We couldn't wait for suppliers to open and there was nothing on the market that fitted our needs precisely, so Phill went about designing a custom hand sanitizer station with provisions for paper towels, hand sanitizer and spray disinfectant cleaner. These were all made from recycled materials from our old building.

Moving to Level 2

Unite
against
COVID-19

How prepared are you to come back?

Do you know what you will be doing?

Does your team know what they will be doing?

Does your team know what is expected of them?

What concerns does your team have?

Do you have the correct PPE?

What PPE should we have?

Is your team trained in the correct use of the PPE?

Are you prepared for issues? What if equipment fails?

Do your clients know what you are doing to keep them safe?

How can you use this time to improve your business?

Can you cross-train your staff?

Can you improve your processes?

As we prepare to move to level 2, we are predicting an increase in “acute” calls. So what can you do to help? First off, under level 3 you are now able to go to your practices and get things in place so you can get straight back into it when you are able. Don’t expect equipment to just work; it has been sitting idle for 5+ weeks which is not typical. The biggest challenges we will face will be the suction units; During extended periods of downtime, we get a lot of

seized suctions. So go in and test yours now; don’t wait till we come back. As we move through this period of uncertainty we ask you to be patient, as we are adapting the way we work to ensure our staff are safe, and limit any possible transmission. That means we are asking that any rooms used for aerosol generating treatments have had time to settle and then appropriately disinfected before we come in.

Some things you should do....

1. Check the Compressor and Suction works... (suction units seize up due to oxidization and biological growth).
2. Check that the dental units work.
3. Does the high-speed work? Does the water come out? Check the triplex (stagnant water lines get microbial growth causing blockages.)
4. Does the overhead light work?
5. Run a vacuum test, then a helix test on your autoclave.
6. Do you have sufficient distilled water?
7. Clean your water distiller.
8. Do you have a water filter cooler for patients?
9. Has water been sitting in this stagnating? Do the filters need changing?

Don’t be a “Burgerfuel”

As we move into level 2, we need to ensure that we are working safely, for both our staff, our customers and the broader community. What we have noticed is many businesses think they are prepared; however, with the uncertainty of what level 2 will bring, it is really hard to know how and when our clients will respond. For example, in the photo seen here, Burgerfuel did not foresee the massive demand and were not in a position to cope with it. Here’s where a good plan comes in. Don’t wait until the day to start planning, and be ready to respond to the variants from your plan when the unforeseen happens.

