

10-Point Dental Lab Evaluation Checklist for Clinics

Use with any laboratory. Tick ☒ when the lab provides evidence and note its answer in the right-hand column. Source: khainguyenlab.vn/en/how-to-choose-a-dental-lab-checklist/

☐	Criterion	Evidence to see	Lab's answer
☐	1. Current ISO 13485 certificate	Certificate number, certification body, expiry date; national medical-device registration	
☐	2. Brand-name materials, brand and lot on delivery note	Delivery note with brand + lot; distributor purchase record	
☐	3. Digital workflow compatible with your scanner	Accepts STL/PLY/DCM; flags bad scans; design preview	
☐	4. In-house production equipment	Mill, sintering furnace, press, ceramic room at one site	
☐	5. Named, trained technicians	Name of assigned technician; training schedule	
☐	6. Turnaround per restoration type	Written turnaround table (in-lab + shipping); on-time rate	
☐	7. Clear warranty and remake policy	Published policy; warranty card per case	
☐	8. Controlled shipping and packaging	Tracked courier; sealed packaging; case photos before dispatch	
☐	9. Remake rate recorded	Remake summary with causes after 10–20 cases	
☐	10. Transparent price list	Prices by material/complexity; rush surcharge stated	