2027 NADL VISION 21 MEETING
January 14 – 16, 2027 • Caesars Palace • Las Vegas, NV

SCHEDULE OF EVENTS

(as of 9/2/2026)

THURSDAY – JANUARY 14

11:00 a.m. – 7:30 p.m. **Registration Desk Open**
(Office 5 – Emperors Level)

12:00 p.m. – 1:00 p.m. **Kick Off Meet & Greet Beverage Break**
(Palace Ballroom II Foyer – Emperors Level)
Sponsored by: Dentsply Sirona

1:00 p.m. – 2:00 p.m. **State of the Industry: What's Disrupting Dental Laboratories**
(Palace Ballroom I – Emperors Level)
Speakers: Tom Love – Apex Dental Laboratory Group & Bennett Napier, CAE – NADL
(CDT: 1 Hour Professional Development Credit)

COURSE DESCRIPTION: Kick off the 2027 Vision 21 Meeting with an updated look at the forces shaping the dental and dental laboratory industries. NADL President Tom Love and NADL Executive Director Bennett Napier, CAE, will examine the latest industry trends, data, and key metrics, with a focus on insurance and payor trends, coding and medical billing, and other developments impacting dental laboratories today. Explore what the numbers are telling us about where the industry is headed, how changes in dentistry and healthcare are affecting laboratory businesses, and what laboratory leaders need to be watching as they plan for the future. This timely session will provide the insights and perspective you need to better understand the changing landscape and make informed business decisions.

1:30 p.m. – 4:30 p.m. **Sponsor Marketplace Setup Only**
(Palace Ballroom II – Emperors Level)

2:00 p.m. – 2:30 p.m. **Afternoon Beverage Break**
(Palace Ballroom I – Emperors Level)
Sponsored by: Garland Dental Services

2:30 p.m. – 4:30 p.m. **Business Roundtables: What's Keeping You Up At Night?**
(Palace Ballroom I – Emperors Level)
Sponsored by: vhf
(CDT: 2 Hours Professional Development Credit)

COURSE DESCRIPTION: Join us for a truly unique experience designed to inspire collaboration, ignite fresh ideas, and foster innovative problem-solving. In this two-hour, interactive session, participants will dive into the topics that matter most to them, breaking into roundtables for in-depth discussions. Each attendee chooses a focus area to explore with fellow professionals, tackling questions like "What's keeping you up at night?" and sharing insights on industry challenges, best practices, and creative solutions. Come prepared to share, learn, and leave inspired with actionable ideas to fuel your laboratory's success.

4:30 p.m. – 4:35 p.m. **Foundation Presentation**
(Palace Ballroom I – Emperors Level)

6:00 p.m. – 6:30 p.m. **Foundation Donor Reception** (All Attendees Invited)
(Palace Ballroom III – Emperors Level)

6:30 p.m. – 7:30 p.m. **NADL President's Reception**
(Palace Ballroom III – Emperors Level)
Sponsored by: Zahn Dental

FRIDAY – JANUARY 15

8:00 a.m. – 6:15 p.m. **Registration Desk Open**
(Office 5 – Emperors Level)

8:00 a.m. – 5:15 p.m. **Sponsor Marketplace Open**
(Palace Ballrooms I & II – Emperors Level)

8:15 a.m. – 9:00 a.m. **Breakfast Buffet**
(Palace Ballrooms I & II – Emperors Level)
Sponsored by: Ivoclar

9:00 a.m. – 9:30 a.m. **President's Installation & Announcements**
(Palace Ballrooms I & II – Emperors Level)

9:30 a.m. – 10:30 a.m. **Keynote: Leading Through Disruption**
(Palace Ballrooms I & II – Emperors Level)
Speaker: Matt Havens
Sponsored by: Pac-Dent, Inc.
(CDT: 1 Hour Professional Development Credit)

COURSE DESCRIPTION: Disruption is no longer the exception, it's the norm. In this high-energy keynote, Matt Havens challenges leaders to stop reacting to change and start leveraging it as a strategic advantage. Through a practical and engaging approach, Matt will introduce a framework for simplifying decision-making, clarifying priorities, and leading teams with confidence amid constant uncertainty. Attendees will explore how to navigate change without losing focus, align their teams around what matters most, and create a culture that is prepared to adapt. You'll leave with actionable strategies to embrace disruption, strengthen your leadership, and turn uncertainty into an opportunity for growth and innovation.

10:30 a.m. – 11:00 a.m. **Morning Beverage Break**
(Palace Ballrooms I & II – Emperors Level)
Sponsored by: Nowak Dental Supplies, Inc.

11:00 a.m. – 12:00 p.m. **The Changing Landscape of the Dental Office**
(Palace Ballrooms I & II – Emperors Level)
Speaker: Steven D. Spitz, DMD – Smileboston Cosmetic and Implant Dentistry
(CDT: 1 Hour Professional Development Credit)

COURSE DESCRIPTION: Dentistry is changing, and those changes will have a direct impact on dental laboratories. In this forward-looking session, Steven Spitz, DMD, will explore the trends shaping the dental office over the next three to five years and what laboratory leaders need to understand about the future of clinical dentistry. Discover how advances in technology, changing practice models, evolving patient expectations, and shifts in the way dentists work are influencing the dental profession. More importantly, gain insight into the mindset of the next generation of dentists, what they value, and what they will expect from their laboratory partners. Attendees will leave with a clearer understanding of where dentistry is headed and practical insight into how laboratories can adapt their services and relationships to better serve the dentist of the future.

12:00 p.m. – 12:30 p.m. **Installation of NADL, NBC & Foundation Leadership**
(Palace Ballrooms I & II – Emperors Level)

12:30 p.m. – 1:30 p.m. **NADL Networking Luncheon**
(Palace Ballroom III – Emperors Level)
Sponsored by: Relu

1:30 p.m. – 2:00 p.m. **Mid-Afternoon Beverage Break**
(Palace Ballrooms I & II – Emperors Level)
Sponsored by: GreatLab Dental

FRIDAY – JANUARY 15 (continued)

2:00 p.m. – 3:00 p.m. **The Future of the Dental Laboratory Business Model**
(Palace Ballrooms I & II – Emperors Level)
Panelists: Frankie Acosta, Jr. – AA Dental Design, Inc.
Jim Caruso – Ottawa Dental Laboratory, LLC
Tracie Jessie, CDT – Absolute Dental Lab
Chris Peterson, CDT – Peterson Dental Lab, Inc.

Moderator: Adam Prewitt – Helm Dental Laboratory
(CDT: 1 Hour Professional Development Credit)

COURSE DESCRIPTION: What will the dental laboratory business look like in the next few years? As dentistry becomes increasingly digital and automated, while consolidation, workforce development and knowledge transfer, regulatory changes, and evolving customer expectations continue to reshape the industry, laboratory owners must rethink how they build and grow their businesses. In this engaging panel discussion, experienced laboratory leaders will share their perspectives on the business models, strategies, and operational decisions that will define the laboratory of the future. Explore how labs can remain profitable, scale effectively, respond to changing market demands, and build a business positioned for long-term success. Join the conversation and gain practical insights from leaders who are actively navigating these changes in their own laboratories.

3:00 p.m. – 3:30 p.m. **Afternoon Beverage Break**
(Palace Ballrooms I & II – Emperors Level)
Sponsored by: HASS BIO America

3:30 p.m. – 4:30 p.m. **Case Studies: AI in the Dental Laboratory**
(Palace Ballrooms I & II – Emperors Level)
(CDT: 1 Hour Professional Development Credit)

COURSE DESCRIPTION: AI is rapidly moving from a buzzword to a practical business tool, but what does that actually look like inside a dental laboratory? This case-study-driven session will move beyond the hype to explore how laboratories are defining, evaluating, and implementing AI in the real world. Hear examples of how AI is being used across three critical areas of the laboratory business: HR and administration, production, and customer interaction. Discover where AI is already delivering value, how laboratories are approaching implementation, and what innovative applications may be on the horizon. Whether your laboratory is just beginning to explore AI or already experimenting with new tools, this session will provide real-world examples and ideas to help you identify where AI may (or may not) make sense for your business.

4:30 p.m. – 5:15 p.m. **NADL Awards Presentations**
(Palace Ballrooms I & II – Emperors Level)

5:15 p.m. – 6:15 p.m. **NADL Awards Reception**
(Palace Ballroom III – Emperors Level)
Sponsored by: Roland DGA, DGSHAPE

SATURDAY – JANUARY 16

8:00 a.m. – 11:00 a.m. **Registration Desk & Sponsor Marketplace Open**
(Office 5 & Palace Ballrooms I & II – Emperors Level)

8:15 a.m. – 9:00 a.m. **Breakfast Buffet**
(Palace Ballrooms I & II – Emperors Level)
Sponsored by: Argen

8:15 a.m. – 9:00 a.m. **Bloody Mary & Mimosa Beverage Break**
(Palace Ballrooms I & II – Emperors Level)
Sponsored by: Dreve America

9:00 a.m. – 11:00 a.m. **Morning Beverages**
(Palace Ballrooms I & II – Emperors Level)
Sponsored by: Digital Arches

SATURDAY – JANUARY 16 (continued)

9:00 a.m. – 11:00 a.m. **Business Strategy Think Tank**
(Palace Ballrooms I & II – Emperors Level)
Thought Leaders: Jay Collins – The Dental Lab
Jessica Love (Birrell), CDT, MUA, MOM – Capture Artistry
Reed Nunnally – Derby Dental Lab
Alexander Wünsche – Zahntechnique

Moderators: Judson Boothe – Catalis Dental Lab Partners
Dory Sartoris – DCS Dental Lab
Sponsored by: Imagine USA
(CDT: 2 Hours Professional Development Credit)

COURSE DESCRIPTION: Join us for a high-energy, interactive strategy session designed to tackle the business challenges and opportunities facing dental laboratories today. Combining an engaging panel discussion with guided table roundtables, this session puts the focus on real-world ideas, experiences, and solutions. Hear perspectives from industry thought leaders and then take the conversation to your table, where you'll have the opportunity to discuss key issues, share your own experiences, and learn from fellow laboratory professionals. From navigating growth and workforce challenges to improving operations and preparing for what's next, this is your opportunity to ask questions, exchange ideas, and gain practical insights you can take back to your laboratory. Come ready to participate, connect, and think strategically about the future of your business.

11:00 a.m. **Meeting Concludes**

11:00 a.m. – 3:00 p.m. **Sponsor Marketplace Breakdown**

12:30 p.m. – 3:30 p.m. **Value Added Workshop: Unlocking the Human Potential in Work**
Limited Space – Pre-registration required
(Sicily – Emperors Level)
Speaker: Matt Havens
Sponsored by: imes-icore GmbH
(CDT: 3 Hours Professional Development Credit)

COURSE DESCRIPTION: Great organizations don't just need managers, they need leaders who can inspire, develop, and bring out the best in their people. In this highly interactive workshop, Matt Havens will explore how laboratory leaders can unlock the human potential within their organizations by developing stronger leaders and creating greater alignment across their teams. Learn how to move leaders from simply managing tasks to truly leading people, cultivate leadership at every level, and create an environment where team members understand how their individual contributions connect to the bigger picture. Attendees will gain practical strategies for developing their people, strengthening accountability, improving communication, and getting the most from their teams. Leave with actionable ideas to help your leaders lead more effectively and your entire organization move in the same direction.

V21 Attendee Lanyards Sponsored by: Aidite USA Technology Co., Ltd.
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