

The Global Marketplace: Offshore Outsourcing

Currently, 8%—up slightly from 5% in 2005—of our survey respondents acknowledge sending work offshore and another 8% are considering it.

Those 8% who use offshore outsourcing send an average of 18% of their total caseloads. Here's a closer look at that group:

- More than half of those who outsource offshore send complete PFM units; 38% send cast partial frameworks, and 29% send full cast C&B and flexible dentures/partials. The restorations least likely to go offshore are those that require more patient visits—dentures, for exam-

ple—or those with more complexity, like implants.

- While the perception in our industry is that most of the work that goes offshore is posterior C&B, our participants say that one-third of the C&B work they send offshore is actually anterior.

- Perhaps because laboratories have grown accustomed to working with offshore laboratories—or because they're sending larger volumes of work—more of them are sending directly rather than using a broker: 39% [of the 8%] now send work offshore themselves. ■

SOURCE: LMT Research Dept. ©2010