

Our People – Why I work at Dentsply



Cathy Sandy
Customer Service

What are you currently working on that you find particularly interesting and/or stimulating, and how do you think it contributes to Dentsply's success?

It is hard to pick one thing that I find particularly interesting and/or stimulating as I find most of what I do falls into that category. I enjoy the fact that I am involved with many departments and their daily routines. If I were to choose one in particular it would be the Service Department. I not only work with the guys in Service but I interact with the customers and issues that they have in regards to repair and returns. We are hoping to establish a better turn around not only in communication with the customers and their issues but with getting their units back to them in a timely manner.

What is one of your favorite things about the Dentsply location where you work?

I love working at Dentsply Canada Ltd. I love the environment and the people that I work with. We all have a mutual respect for one another when it comes to communication and goals. I have had the privilege of working with many of the different departments over my 20 years here and consider those that I work with to be my other family. This makes coming to work every day something that I look forward to.

How do you feel you contribute to Dentsply's reputation for innovation and quality?

We are currently in the process of improving the work flow and communication in the Service Department to better serve the customer. The goal is to assist with answering customer's questions and/or directing them to the appropriate person. This will allow the Service Technicians to have more time for in-house repairs and field calls. Also I can now devote time to follow-up with our off premise repairs to ensure that they are returned to the customers in a timely manner. It is all about Customer Satisfaction.

What career development opportunities have you experienced in your time with Dentsply? How has this helped you achieve your personal goals within the company?

Working at Dentsply gives a person the opportunity to learn so much. In my years here I have worked in Order Filling, Shipping and Receiving, the Tooth Dept, Data Processing, Accounting, Purchasing, Customer Service, Service Department, QA/RA. Who knows what's next (Sales and Marketing?!?!). I use what I have learned from these different departments to assist me with what I do day to day and how I do it. Always keeping in mind how what I do affects the rest of the company. I find that there are still opportunities to improve processes and the time it takes to do things. I love the challenge! Bring it on!