



**GE IT Solutions**

*Putting the power of GE behind IT*

**Six Sigma DMAIC Project**

# **Production Test Area Deployments**

**GEAE Account: Madisonville KY Site**

**Green Belt:** Douglas Shawhan

**Title:** Customer Engineer

**Project Start Date:** May 15, 2003

Master Black Belt: Steven Bonacorsi



## GE IT Solutions

# Six Sigma in Action Production Test Area Deployments

**Customer Profile** – 8,000 seat aircraft engines manufacturing company

### **Business Problem & Impact**

The Average Time to deploy Gage Area PCs in Madisonville was 37 minutes. VOC Data indicated that this was unacceptable to the customer as it increased end user downtime and lowered productivity.

### **Measure & Analyze**

**Data Collection:** Total Cycle Time to install Gage systems was measured across two weeks in July.

**Root Causes:** Manual process steps when installing and configuring gage Applications as well as network band with issues were determined to be the root causes.

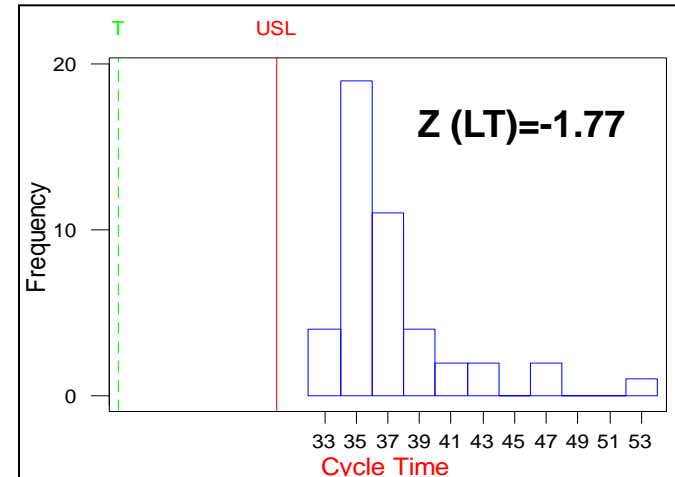
### **Improve & Control**

Installation CD's were developed to automate application installation procedures resulting in a dramatic reduction in variation. Cycle time to complete gage area deployments will be measured monthly, control charts will be used to validate.

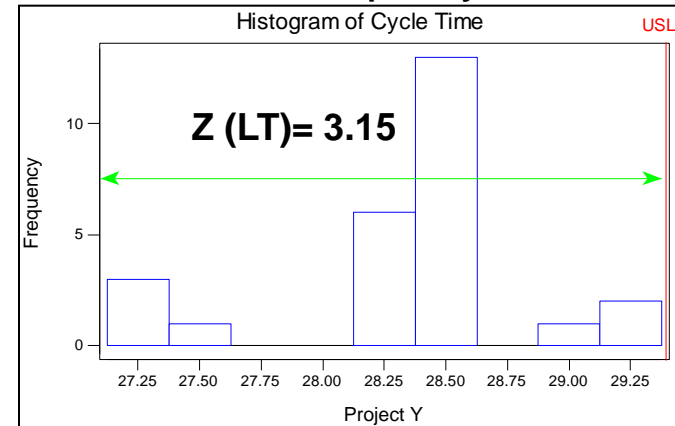
### **Results/Benefits**

After implementation Mean cycle time to complete 1 gage PC deploy was reduced from 37 minutes to < 28, resulting in an expected annual benefit of **\$2K**

Process Capability – Before



Process Capability – After



**A savings of US \$2K In 2004!**