



GE IT Solutions

Putting the power of GE behind IT

Six Sigma DMAIC Project

Critical Updates Cycle Time

BMW of North America, LLC

Project Leader/Green Belt: Rob Szarszewski

Project Leader Title: Deskside Support Engineer

Project Start Date: 4-3-2003

Master Black Belt: Steven Bonacorsi



GE IT Solutions

Putting the power of GE behind IT

Customer Profile – BMW of North America – National Headquarters app 1500 users across North America

Business Problem & Impact

Directed by customer to perform tasks within a restricted timeframe at lowest cost possible.

Measure & Analyze

Data Collection: Speed to apply critical updates were measured. The existing process sigma was 1.35

Root Causes: Slow network bandwidth was the major root cause

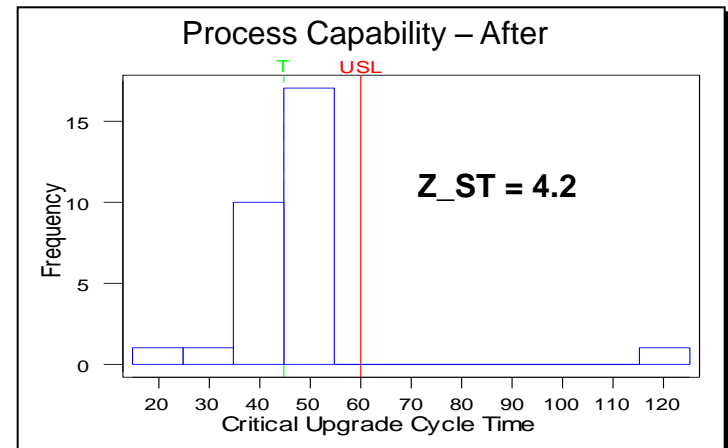
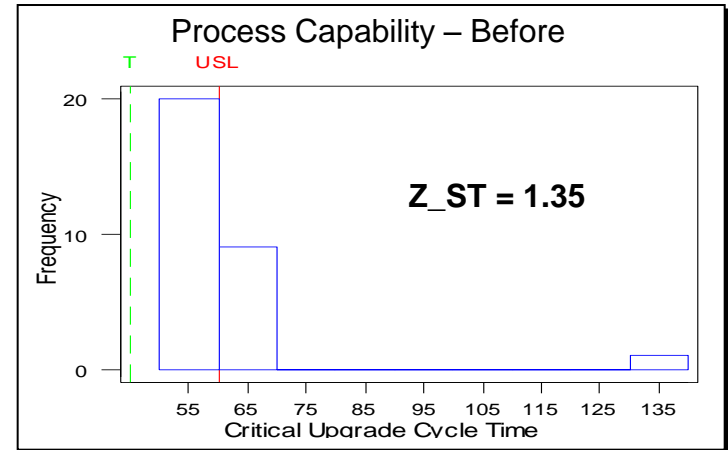
Improve & Control

Eliminate process - Changed method from using Network or Internet to locate, download and Install and changed process to use CD's with Patches pre-downloaded

Results/Benefits

Customer savings of \$67K collectively a year on all trips to regional offices and completed all tasks in required timeframe

Six Sigma in Action Critical Updates Cycle Time



A savings of US \$67K in 2003!