



**GE IT Solutions**

*Putting the power of GE behind IT*

**Six Sigma DMAIC Project**

# **IBM Imaging Cycle Time**

**GEAE Account**

**Project Leader/Green Belt:** David Grote

**Project Leader Title:** Program Manager, Certified Green Belt

**Project Start Date:** October 18, 2001

Master Black Belt: Steven Bonacorsi



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**Customer Profile** – 3,000 seat Auto Manufacturing company

### **Business Problem & Impact**

Installs Moves Adds and Changes process not affording consistent asset tracking. Inconsistent database and time waited tracking down missing equipment.

### **Measure & Analyze**

**Data Collection:** Installs Moves Adds and Changes completed and entered into asset management data base  
The existing process sigma was 3.4

- Root Causes:**
1. Technician did not think a blank field was critical.
  2. IMAC request process not being followed by BMW customer.
  3. Lack of Technician Experience/Training.

### **Improve & Control**

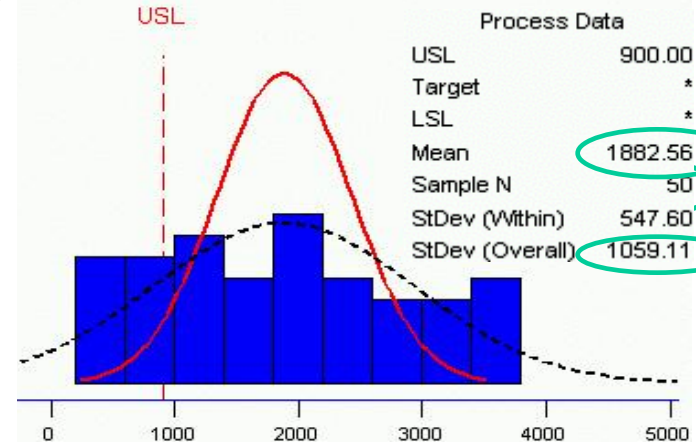
Use the operational definitions to provide training to the technical staff on how to properly complete the IMAC form. Set policy in place measuring each employee on form completeness. Service Delivery Leader will monitor employee conformity to this policy.

### **Results/Benefits**

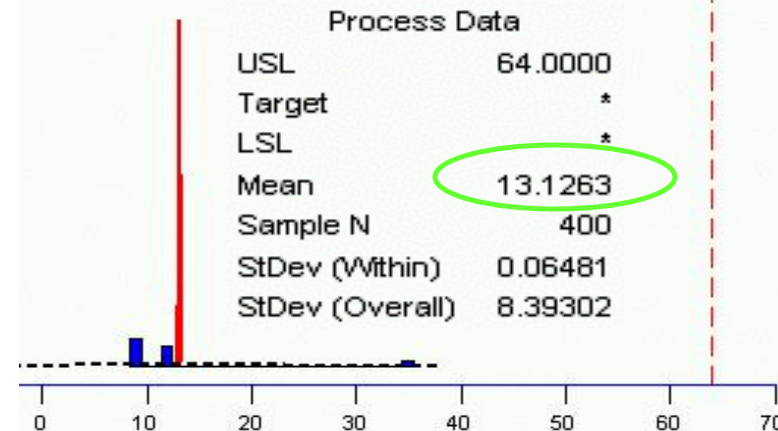
Improved employee process knowledge and IMAC form accuracy. Resulting in asset data base improvements which in turn save indirect and direct dollars.

## Six Sigma in Action Dell Shipping Costs

Before ( $Z_{ST} = 0.6$ )



After ( $Z_{ST} = \text{Over } 6$ )



**A savings of US\$6,048 in 2003!**