



GE Capital
Information Technology Solutions

Image Update

GEAE Account

Project Leader: Brian Boyce Jr.

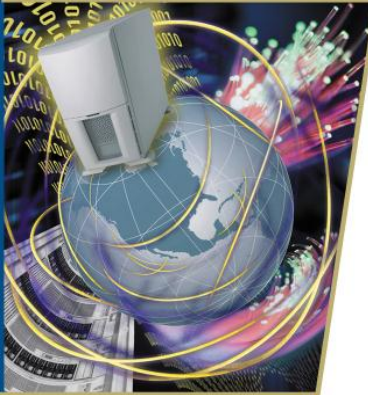
Master Black Belt

Customer Engineer/ Certified Greenbelt

Steven Bonacorsi

Start Date: April 30, 2002

*Putting
the power
of GE
behind IT*





Six Sigma in Action Image Updates

Customer Profile – 18,000-Seat Aircraft Engine Manufacturing and Service Company

Business Problem & Impact

All PC Equipment issued to GEAE end-users is preloaded by GE ITS with a standard image. These images are updated & maintained by GEAE. All released images must be replicated to the GE ITS servers so they can be loaded on end-user equipment. The current process could take as long as one week with extensive administration involvement.

Measure & Analyze

Data Collection: The time it took to transfer an image was measured at 34.78 Hours. The existing process sigma was 0.

Root Causes: No notification by GEAE Image Group and no clear process documentation were identified as the main root causes.

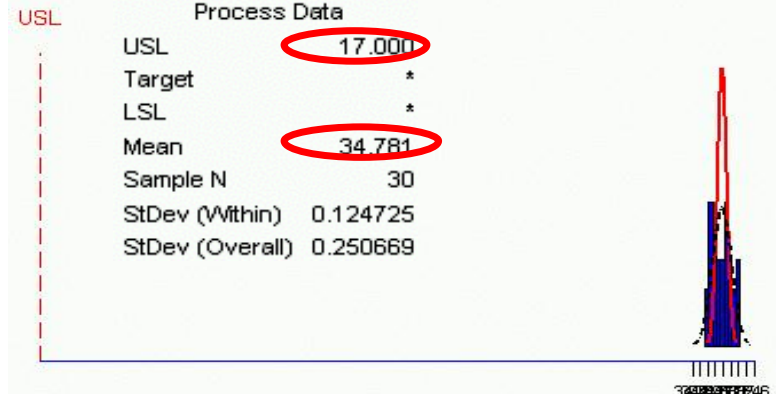
Improve & Control

Robocopy program implemented and scheduled to run daily with automatic e-mail notification. Team set up to receive e-mail notification and will be alerted if update did not occur. Cycletime Improved to 0.39 Hours!

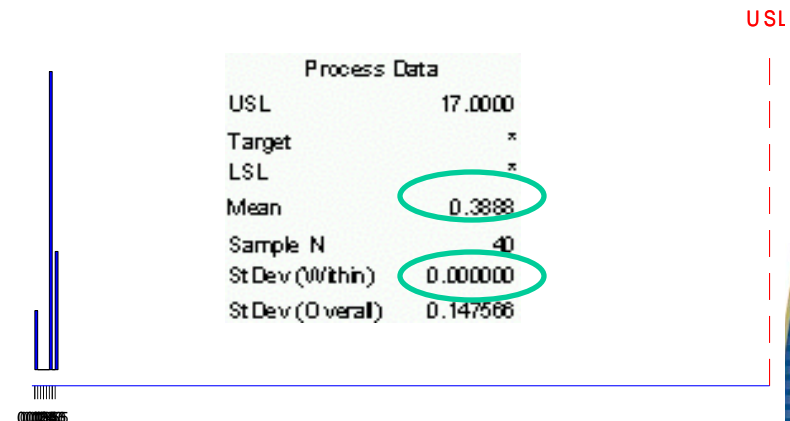
Results/Benefits

Eliminated administration cost due to process automation. All equipment now issued to end users with current images.

Process Capability – Before (0 Sigma)



Process Capability – After (Over 6 Sigma)



A Total Savings of US \$11K Annually!