



GE Capital
Information Technology Solutions

Deploy Completeness

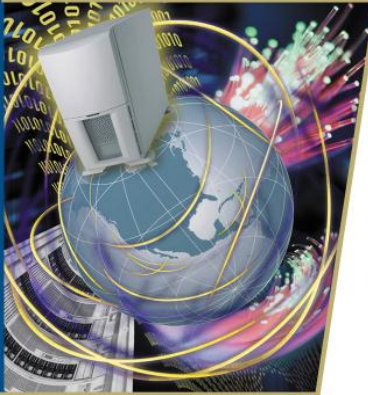
Ecolab Account

Project Leader: Richard Metcalf
Service Delivery Leader

Start Date: Sept. 13, 2002

Master Black Belt: Steven Bonacorsi

*Putting
the power
of GE
behind IT*





Six Sigma in Action Speed to Answer

Customer Profile – Global developer and marketer of premium cleaning, sanitizing, pest elimination, maintenance and repair products and services for the worlds hospitality, instructional and industrial products.

Business Problem & Impact – Incomplete deploys result in added downtime for the customer and extra man hours for the GE technician. This results in customer dissatisfaction and less time for the technician to complete other tasks.

Measure & Analyze

Data Collection: Speed to answer on all calls was measured. The existing process sigma was 2.3.

Root Causes: Technicians using different process for a non-standardized deploy.

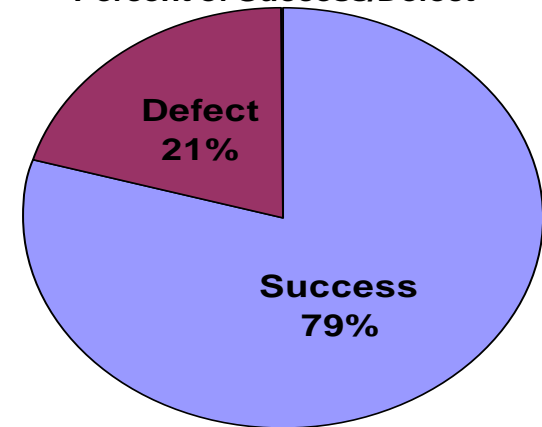
Improve & Control

Technician will perform a print screen of the end users applications, prior to starring the deploy.

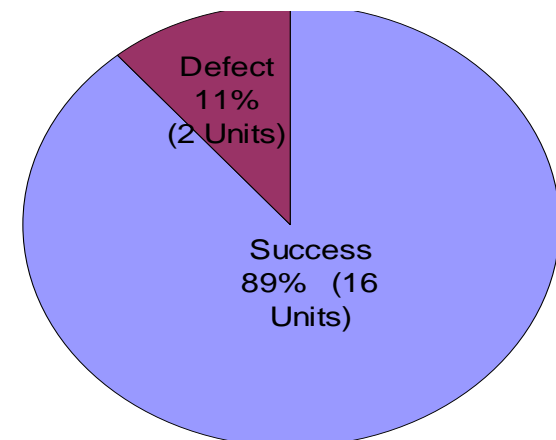
Results/Benefits

Reduced Deploy Callbacks by 10%

Before Sigma 2.3 (ST)
Percent of Success/Defect



After Sigma 2.7 (ST)



A savings of US\$1,225 in 2003!