



GE IT Solutions

Putting the power of GE behind IT

Six Sigma DMAIC Project

Printer Consumables

GE Aircraft Engines

Project Leader/Green Belt: Keri W. Chandler

Project Leader Title: Customer Engineer

Project Start Date: June 9, 2003

Master Black Belt: Steven Bonacorsi



GE IT Solutions

Putting the power of GE behind IT

Customer Profile – 8,000 seat Aircraft Manufacturing Company

Business Problem & Impact

When a printer is retired the consumable supplies are not being removed from inventory in the GEAE IME Tool Crib. GEAE is paying for supplies that are no longer needed.

Measure & Analyze

Data Collection: The IME Tool Crib was inventoried for all Consumable supplies in June, 2003. As Is the process was 67% defective and operated at a 1 sigma (ST)

Root Causes: Root Causes to variation was determined to be: No one owns removal of obsolete inventory, Unclear process when a part becomes obsolete, over-purchasing unneeded supplies

Improve & Control

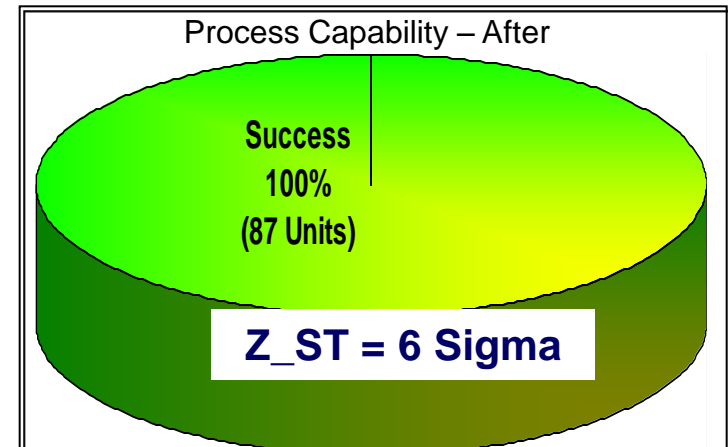
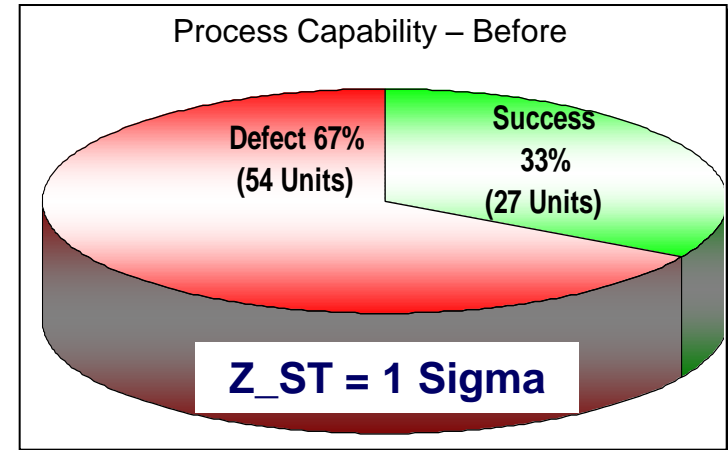
Improve: A Pugh Matrix was used to determine the best possible solution. GEITS removing consumable supplies once a printer was decommissioned had the greatest sum of positives and least negatives, thus was the logical choice.

Control: The new printer consumable removal process was implemented in August 2003. Moving forward, on site techs will inventory the IME tool crib once a printer is decommissioned and return supplies to Vendor for credit.

Results/Benefits

At the end of process implementation defects were reduced by 27%, Sigma increased to 1.8 (st). Resulting in a direct savings of > \$920.00 for the customer.

Six Sigma in Action Printer Consumables



A Savings of US \$1,633 in 2003!