



GE Capital
Information Technology Solutions

Six Sigma in Action: Demonstrating Customer Value

Print Server Availability for GE Medical Systems

*Putting
the power
of GE
behind IT*

Master Black Belt: Steven Bonacorsi



UNIX Print Server Availability

Customer Profile – UNIX CAD users in CT, PET, X-Ray and Nuclear Engineering Groups

Business Problem & Impact

When the UNIX Print Services went down the average time to resolve issue is 8.8 days. UNIX Client Support Team has targeted time to resolve Print Server issues is <24 hours.

Measure & Analyze

Data Collection: Printing problem calls was measured by Clarify.

Root Causes: Nature of transferring the trouble call to a different trouble call tracking system that the UNIX Administrators use and coordinating both groups to troubleshoot the printing problem.

Improve & Control

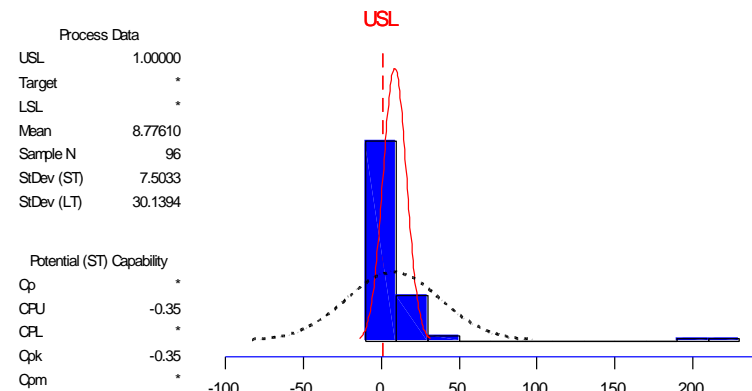
Rename all print queues to a standard naming format that will identify there location and printer type in the queue name. This will reduce confusion in printer location and printer capabilities. Giving UNIX CAD users access to newer printer models and features not before available to them on the UNIX Print Servers.

Results/Benefits

- Defects - **96 defects** in 9 months to only **1 in 5 months**.
- Calls to Helpdesk – **96** in 9 months to **16 in 5 Months**.
- Total Ticket Time - **8.8 days** to less than **1 day**.
- Maintenance savings by using NT Boxes **\$2708**
- Labor Savings of **\$23, 044**

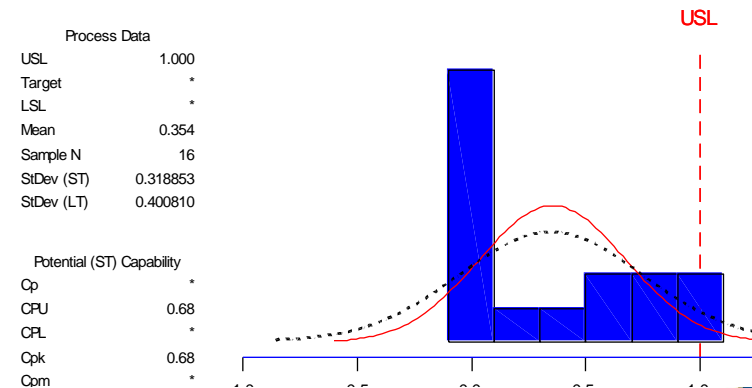
Before:

Process Capability Analysis for Total Time



After:

Process Capability Analysis for Total Time



Savings of over \$25K, Response time 9 days to < 24 hours!