GE Capital
Information Technology Solutions

BMW IMAC Process

BMW Program

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GE Capital
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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
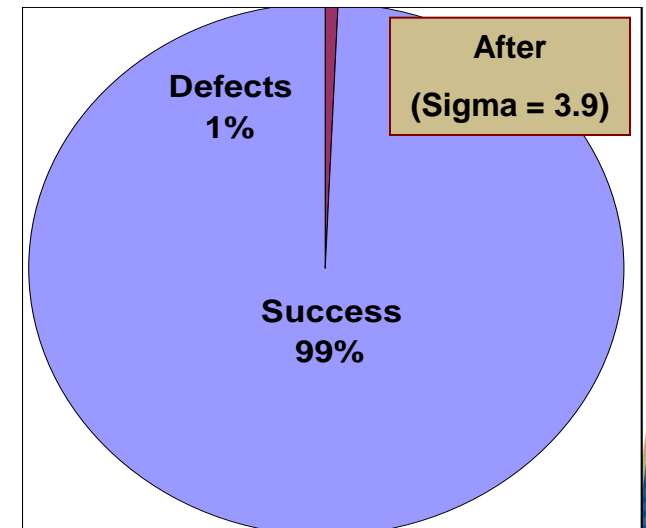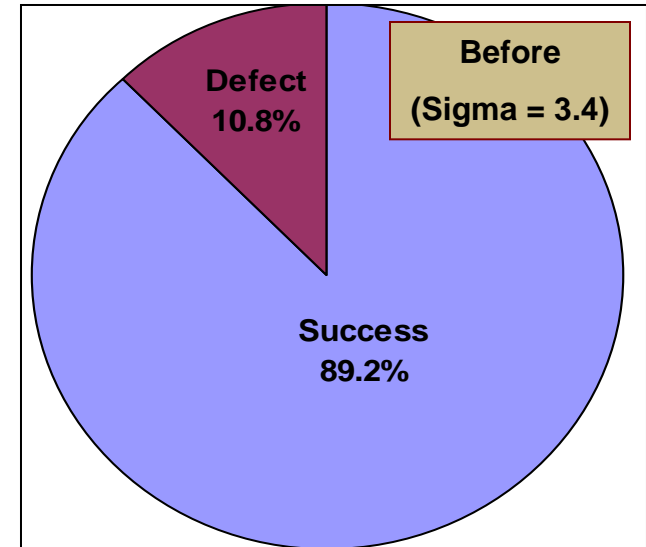The existing process sigma was 3.4
Root Causes: 1. Technician did not think a blank field was critical.
2. IMAC request process not being followed by BMW customer.
3. Lack of Technician Experience/Training.

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.

Before (Sigma = 3.4)
Defect 10.8%
Success 89.2%

After (Sigma = 3.9)
Defects 1%
Success 99%

A savings of US$6,048 in 2003!