



GE IT Solutions

Putting the power of GE behind IT

Six Sigma DMAIC Project

Serial Number - Location

Kaiser Permanente – Asset Management

Project Leader/Green Belt: Troy Baldwin

Project Leader Title: Enterprise Planning & Strategy Analyst

Project Start Date: July 25, 2003

Master Black Belt: Steven Bonacorsi



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Customer Profile – 130,000 Seat Health Care Provider

Business Problem & Impact

Asset Location Values do not accurately match an existing SN within the current Asset Management Databases impacting contract payment dollars and intensive labor.

Measure & Analyze

Data Collection: Focused on Corona Data Center

Root Causes: Database Input procedures have not been clearly defined, Inconsistent data entry method between the Databases, All Databases have not been accurately maintained

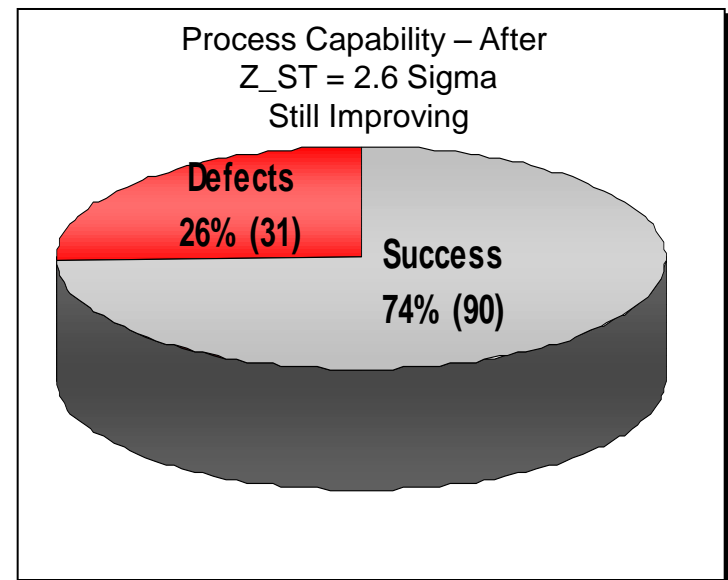
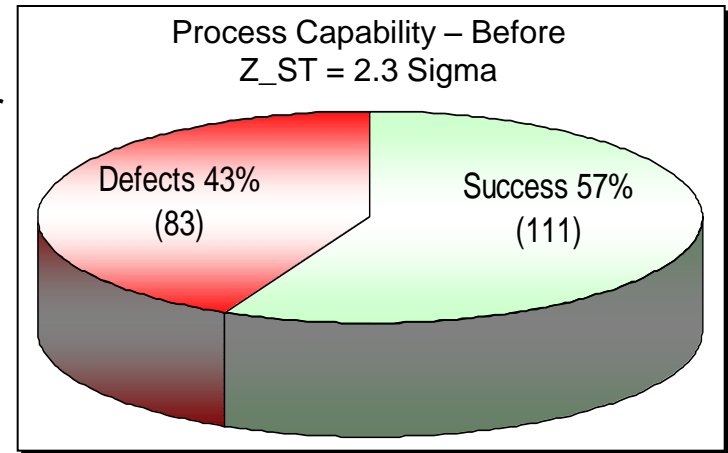
Improve & Control

Multiple databases have been collapsed into one database, AssetCenter

Results/Benefits

Process Improvement from Z_ST = 2.3 Sigma to Z_ST = 2.6 Sigma. Physical Inventory Data continuing to be added to AssetCenter showing constant Z_ST improvement.

Six Sigma in Action Serial Number - Location



Increased Successes and Increased Sigma!