



GE IT Solutions

Putting the power of GE behind IT

Six Sigma DMAIC Project

Helpdesk Consolidation Split 1&2 Analysis

BMW ACCOUNT

Project Leader/Green Belt: Kevin Cox

Project Leader Title: Senior Help Desk Analyst

Project Start Date: July, 10,2003

Master Black Belt: Steven Bonacorsi



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Customer Profile – 6,000 seat Consumer Products company

Business Problem & Impact

Average speed to answer (ASA) was 1 minute. As call volumes increased 30% with a recent acquisition, end user downtime was costing the company US\$500K annually. The target average speed to answer was under 30 seconds.

Measure & Analyze

Data Collection: Speed to answer on all calls was measured. The existing process sigma was 2.4.

Root Causes: Nature of problem and time of call were identified as root causes.

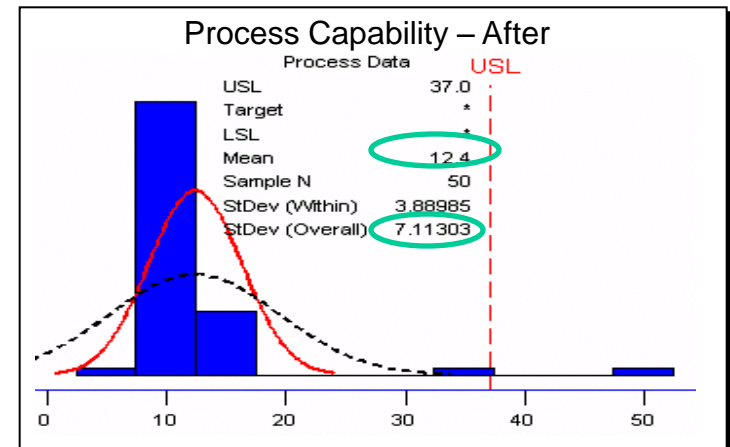
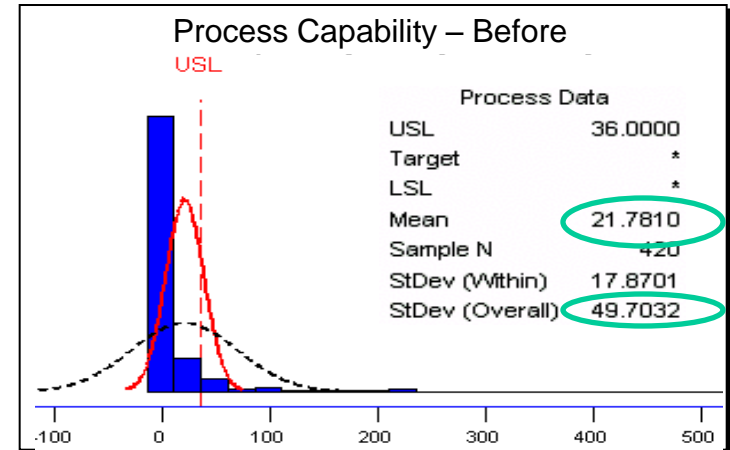
Improve & Control

Cross-training on call types was performed and staffing was arranged around peak call times. ASA metrics are reviewed weekly and posted to an IT dashboard.

Results/Benefits

Contract renewal (\$2MM)

Six Sigma in Action Helpdesk Consolidation



A savings of US\$150K in 2003!