



GE Capital
Information Technology Solutions

Six Sigma DMAIC Project

Dell Server Orders

GEAE Account

Project Leader/Green Belt: Mike Lisenby

Project Leader Title: Project Coordinator and Certified Green Belt

Project Start Date: September 9, 2002

Master Black Belt: Steven Bonacorsi



Six Sigma in Action Dell Server Ordering

Customer Profile – Global design & production company for Aircraft Engines

Business Problem & Impact

Server replacements with Dell products had come to a halt, due to an inability to correlate servers and components received with what was ordered. The required cycle time of 10 days was not being met.

Measure & Analyze

Data Collection: Cycle time was measured in days, from the date of order to the date of delivery. The existing process sigma was negative 1.2. A complete analysis of continuous data collected was performed. Upon review, the customer elected to change their CTQ, causing a shift to discrete data analysis.

Root Causes: Lack of an identification methodology up-front in the ordering process was identified as the root cause. Shipping distance was a contributor.

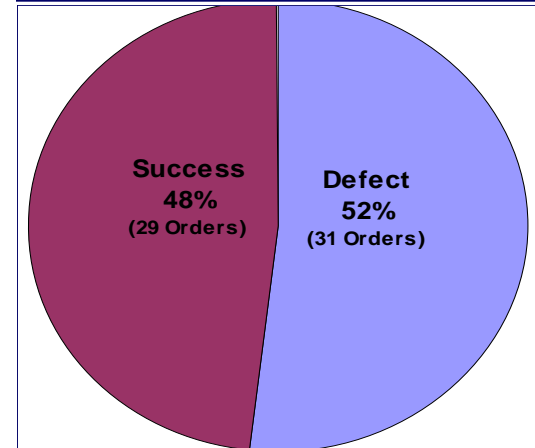
Improve & Control

Host name and/or project code of the parent server was used as a reference on each server/component order. Orders for multiple servers were separated into logical units.

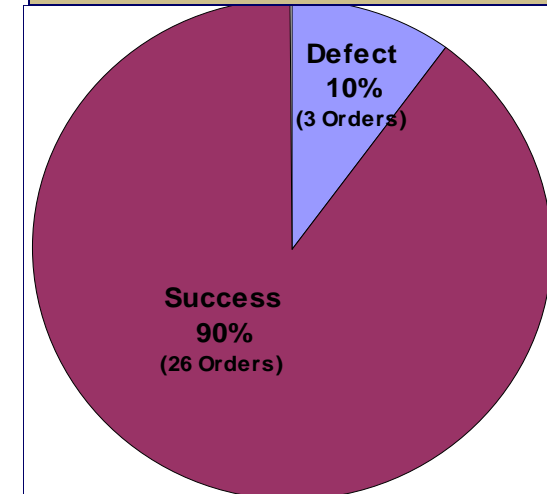
Results/Benefits

After the 2 month project, the customer saved US\$258K, and ITS saved \$16K as a result of the improved process.

Before Z_ST 1.4



After Z_ST 2.76



A Combined Savings of \$275K Over 12 Months!