



GE Capital
Information Technology Solutions

Detailed Data Collections

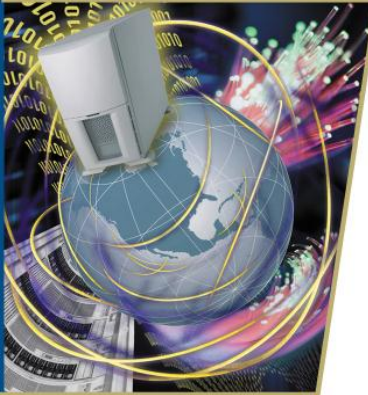
GEAE Account

Project Leader: Richard Burton
SDL/GB

Start Date: May 14, 2002

Master Black Belt: Steven Bonacorsi

***Putting
the power
of GE
behind IT***





Customer Profile – 18,000 seat Aircraft Engines Manufacturing & Service Company

Business Problem & Impact

Current tracking of GEAE end user data conversion details involves both the technicians & customer completing a full page of handwritten notes that takes between 2 – 5 minutes of non-value added production time per call.

Measure & Analyze

Data Collection: Speed of recording data on all calls was measured. The existing process sigma was 1.5

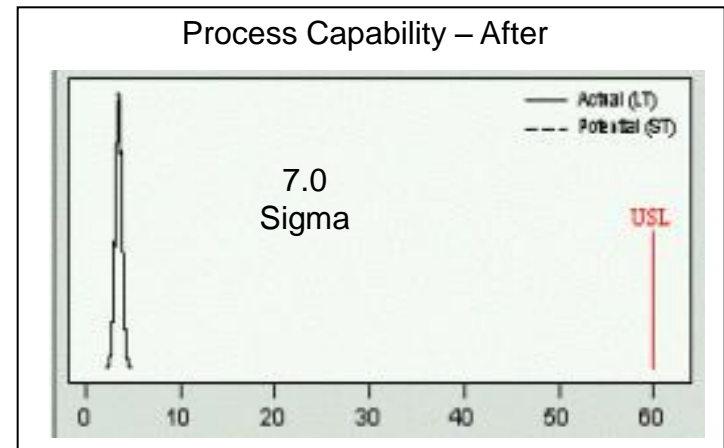
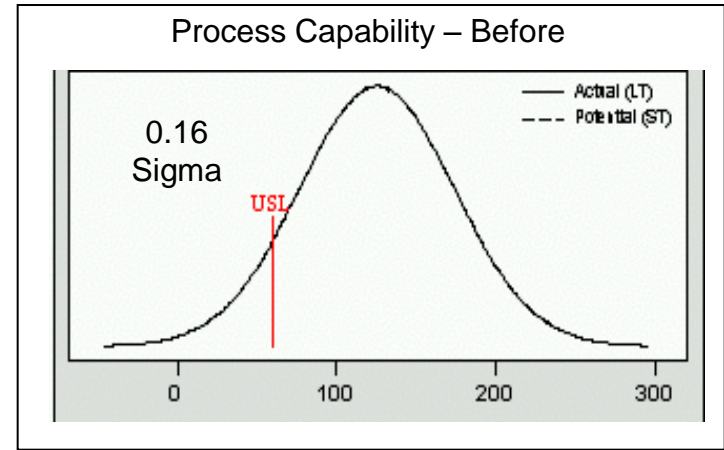
Root Causes: Antiquated collection methods & the qty of details recorded.

Improve & Control

Script used as part of the data backup process, now collects all the critical fields automated, then e-mails details to both customer and support staff.

Results/Benefits

After the 3 month project, the customer saved US\$15.6K, with now zero labor hours applied in the collection of deploy details



A savings of US\$15.6K in 2002!