



**GE IT Solutions**

*Putting the power of GE behind IT*

**Six Sigma DMAIC Project**

# **GE ITS IBM Certifications**

**GEAE Account**

**Project Leader/Green Belt:** Richard Caron

**Project Leader Title:** Customer Engineer

**Project Start Date:** May 21, 2002

**Master Black Belt:** Steven Bonacorsi



# GE IT Solutions

# Six Sigma in Action

## Putting the power of GE behind IT

### Business Problem & Impact

The GEAE account technicians need IBM certifications in order to support calls, order parts and receive warranty reimbursements. Lack of communication, unclear processes and no documentation cause missed steps preventing the ordering of parts and accurately capturing warranty reimbursements.

### Measure & Analyze

**Data Collection:** 12 critical IBM certification Profile fields were tested for completeness. A field was marked a defect if incomplete, and success if both complete and accurate.

### Root Causes:

- Poor documentation for updating IBM or PeopleSoft
- No simple & clear process with most techs following "Word of mouth processes"
- MGMT is not verifying completeness or inaccuracies

**MSA Results:** An AR&R was used to validate the measurement plan. Results showed 100% repeatability and accuracy in the determination of whether or not 12 critical profile fields were complete.

### Improve & Control

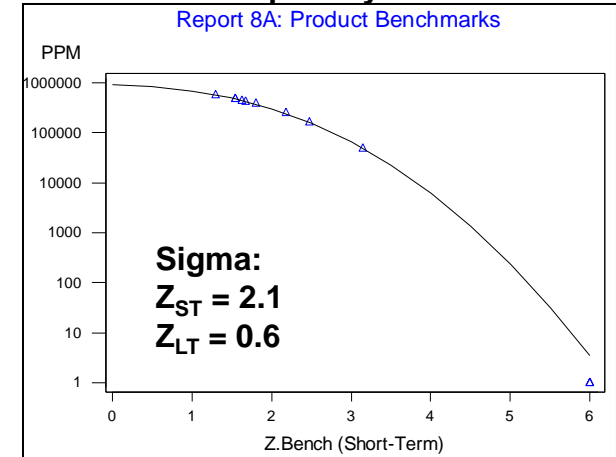
- A Pugh Matrix was used to determine the best possible solution. Transitioning IBM Certification Profile tracking from PeopleSoft to Antenna had the greatest sum of positives and least negatives, so was the obvious choice.
- A new process for completing/tracking IBM certifications was designed, then implemented in June 2003. A training manual was developed and dispersed to all GEAE techs prior to roll out and a training call was facilitated to ensure all operational definitions and steps were understood.
- A certification expiration control check is conducted to monitor the technicians training/testing status prior to expiration. Any special cause for variation will be identified and listed in the FMEA for review.

### Results/Benefits

After Rollout, Sigma increased from 0.6 to 1.7 (LT). Resulting benefits is an expected direct savings (Revenue) to ITS >\$19,000.00 an indirect savings (efficiency) >\$1,400.00.

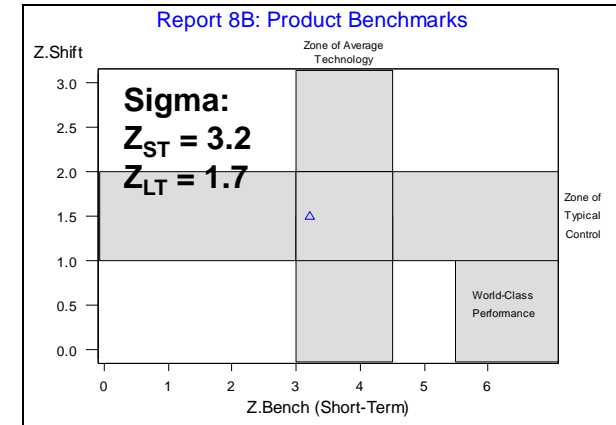
## Process Capability – Before

Report 8A: Product Benchmarks



## Process Capability – After

Report 8B: Product Benchmarks



# A savings of > \$20,400 US