A Six Sigma in Action summary offers an example of the value a Six Sigma project can bring to a customer.

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**Customer Profile** – 4100 Seat Hospital Medical Center Campus

**Business Problem & Impact**
Customer requested an improvement in workstation deployment output for a 2500 seat migration project.

**Measure & Analyze**
Daily workstation deployment output had dropped 63% from 40 to 15 per day, causing significant project delays. Statistical analysis proved that root causes were driven by system failures, as well as process failures.

**Improve & Control**
Improvements included instituting a GE ITS Project Manager, working directly with the customer to improve system failures impeding project output, as well as developing a dedicated extranet portal to eliminate delay-inducing communication gaps between the customer and GE ITS project teams.

**Results/Benefits**
Improved deployment yield 70%, bringing the project back to original timeline. These improvements included a direct savings to the client of over $300K.

*Improved Deployment Output 70% While Mitigating a $300K Risk to the Customer!*