



GE IT Solutions

Putting the power of GE behind IT

Six Sigma DMAIC Project

IMAC - General Workstation - PC Setup TAT

Gillette

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Project Leader Title: Desk Side Support Engineer

Project Start Date: July 24th, 2003

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Six Sigma in Action IMAC – General Workstation-PC Setup

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Customer Profile – 1700 Gillette Employees at Prudential and Copley in Boston, MA, 2200 users in SBMC, 170 users in Woburn, 300 users at AMC, 500 Users in Bethel, CT, and about 500 in the field.

Business Problem & Impact

Gillette employees submitting cases through Help Desk have to wait about 12 hours before they are contacted by Desk side Support, resulting in a tremendous amount of down time.

Measure & Analyze

Data Collection: Time it took to complete a PC setup for the user after case was opened in Clarify. The existing process sigma was 0.11.

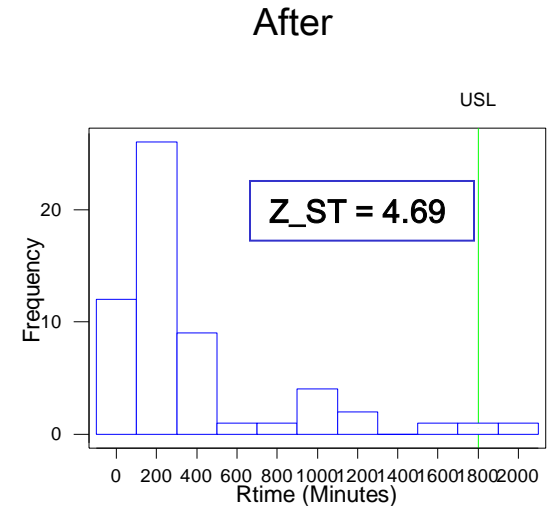
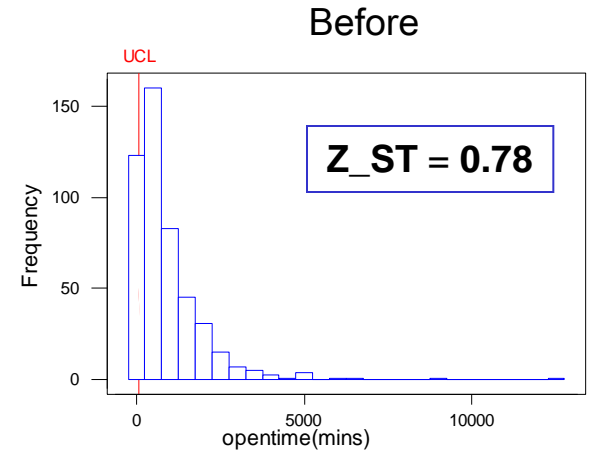
Root Causes: Lack of technician training was identified as the root cause.

Improve & Control

- IMAC case creation and completion process was completely overhauled, process maps were created and distributed to technicians
- IMAC teams were created to enhance specialization and performance
- Appropriate training for faster PC setup process completed, and methods for handling were implemented. Clarify metrics are reviewed weekly.

Results/Benefits

- ✓ ITS Productivity Savings = \$21,000 Annually
- ✓ Customer Productivity Savings = \$2,730,000 Annually
- Improving process from 4122 to 222 minutes, to meet customer CTQ <= 1800 minutes!



PC Setup time is Critical to Clients!! \$2.7M