



**GE IT Solutions**

*Putting the power of GE behind IT*

**Six Sigma DMAIC Project**

# Depot Repair Cycle Time

GE Medical Systems  
GE Healthcare Institute



**Project Leader/Green Belt:** Christine Mahlkuh-Romagna

**Project Leader Title:** Senior Deskside Support Engineer/Americas Site Support Leader

**Project Start Date:** February 26, 2003

Master Black Belt: Steven Bonacorsi



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**Customer Profile** – 2000 GEMS Employees Visit Daily

### **Business Problem & Impact**

GEMS employees visiting the GEHI for classes or meetings experience long cycle times averaging 134 min when their laptop needs Re-Imaging.

- ✓ ITS Productivity cost = \$18,760 Annually
- ✓ Customer Productivity cost = \$34,840 Annually

### **Measure & Analyze**

**Data Collection:** Cycle Time to Reimage a Laptop. The existing process sigma was -.57.

**Root Causes:** Size of Data was identified as the root cause.

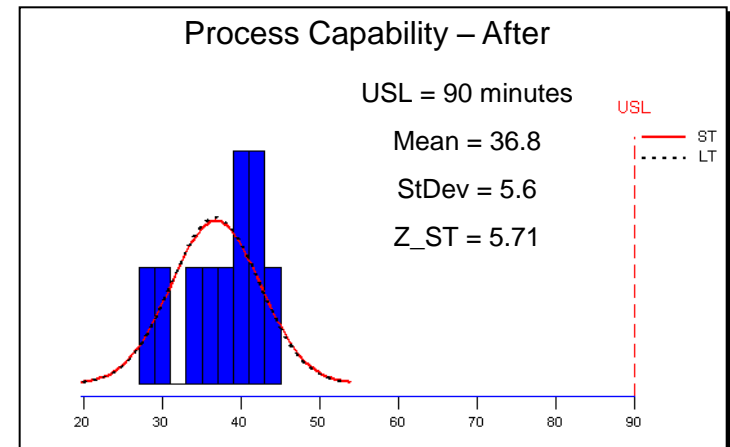
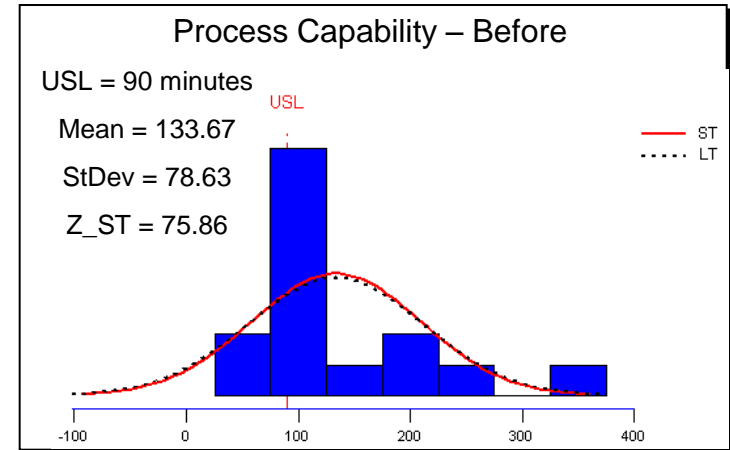
### **Improve & Control**

- Documentation was implemented to ensure proper procedures were followed in gathering the users appropriate data.
- Appropriate teams were notified of proper procedures for contacting Support and tools for faster contact were implemented. Clarify metrics are reviewed weekly.

### **Results/Benefits**

- ✓ ITS Productivity cost = \$5,180 Annually
- ✓ Customer Productivity cost = \$9,620 Annually
- Improving process from 134 to 37 minutes, to meet customer CTQ <= 90 minutes!
- After the 4 month project, the customer saved US \$12,962 as a result of reduced end user downtime.

# Six Sigma in Action Depot Repair Cycletime



**A savings of US\$38.8K in 2003!**