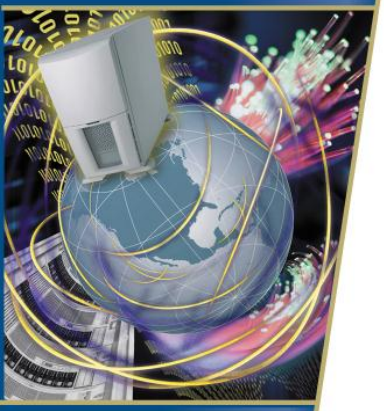

GE Capital
Information Technology Solutions

Putting the power of GE behind IT

Windows 2000 Scheduling

GE Aircraft Engines Account

Project Leader: Michael Lisenby

Project Coordinator

Start Date: May 1, 2002

Master Black Belt: Steven Bonacorsi

GE Capital
Information Technology Solutions

Six Sigma in Action
W2K Schedule Accuracy

Customer Profile – 18,000 seat Aircraft Engines Business.

Business Problem & Impact

The initial process for upgrading users to Windows 2000 invited missed appointments, erroneously handled user notifications, faulty user/requestor information, and duplicated work efforts. It did not lend itself to a means of manageable scheduling for the customer, nor any financial benefit to ITS.

Measure & Analyze

Data Collection: Degree of completion of work requests were measured. The existing process sigma was 0.53.
Root Causes: Operational definitions and attention to data requirements were identified as root causes.

Improve & Control

The data collection method was fully digitized, and the C.E. was instrumental in improved scheduling by contacting (more responsive) users directly.

Results/Benefits

After the 3 month project, Labor efficiency contributed $56,800 and increased revenue contributed $30,720 to an overall $87.5K annual benefit.

Observations/Conclusion
The major types of problems (exceptions) with the data submitted is Bi Modal by Type as some fields we never completed by anyone.
68.1% of problems are due to Windows 2000 already existing on users' machines, PCs that have been replaced, and Incompatible applications.
95% Confident that each form will have an average of 8 defective fields per unit and is statistically significant with a P-Value of 0.000
95% Confident that each form will have an average of 2 successful fields and is statistically significant with a P-Value of 0.000

Improved Operational definitions resulted in 98% success rate for digitized data collection.

A savings of US$87.5K in 2002!