



GE IT Solutions

Putting the power of GE behind IT

Six Sigma DMAIC Project

Technical Support Website

GEAE Account

Project Leader/Green Belt: Michael Spofford

Project Leader Title: Customer Engineer & Certified Green Belt

Project Start Date: November 11, 2001

Master Black Belt: Steven Bonacorsi



GE IT Solutions

Six Sigma in Action Technical Support Web Site

Customer Profile – 18,000-Seat Aircraft Engines Manufacturing and Service Company

Business Problem & Impact

Searching for technical information at vendor sites is a long and tedious process. GE ITS technicians experience a loss of productivity due to the lack of centralization and non-digitization of commonly used technical info.

Measure & Analyze

Data Collection: Cycle time and process steps when locating technical info at vendor sites measured in Excel format by GEAE technicians.

Root Causes: Long process steps, lack of centralization, and non standard practices were recognized as root causes.

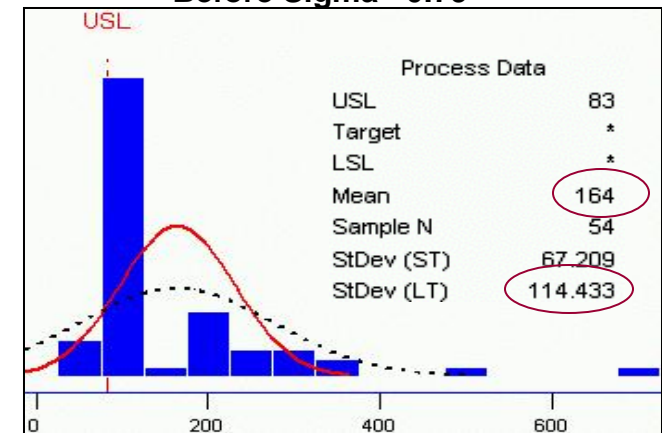
Improve & Control

A web based tool was developed to centralize commonly needed technical info and to standardize the practice of locating these resources.

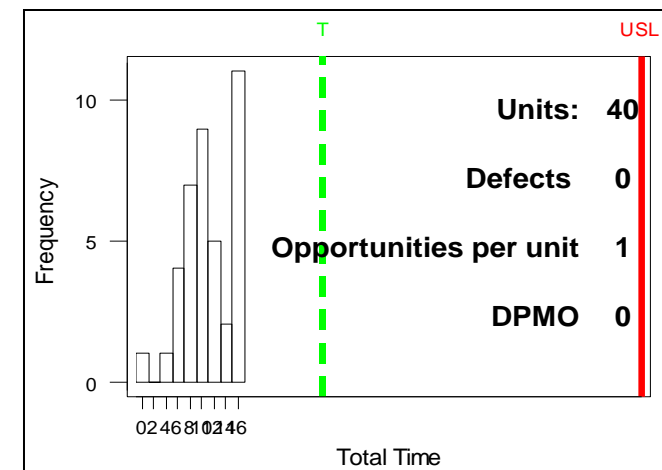
Results/Benefits

Process steps were reduced to < 3 when locating technical info reducing cycle time to 10.25 seconds with an expected efficiency savings +8k (annually).

Before Sigma =0.79



New Sigma = +6



A savings of US\$8.8K in 2003!