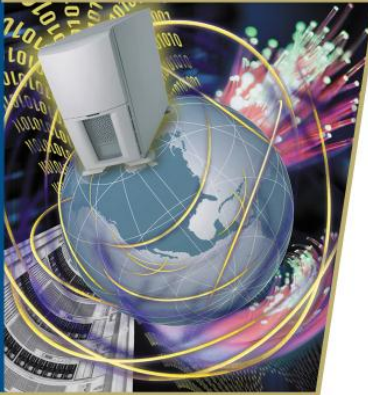




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E-Mail Account Optimization

Project Leader: Michael Madl, Systems Engineer

Start Date: March 2002

Master Black Belt: Steven Bonacorsi



Six Sigma in Action E-Mail Account Optimization

Customer Profile – 1400 seat financial service company

Business Problem & Impact

E-mail accounts residing on the client's production servers which their email vendor charges on a per account basis. The client was incurring charges from their e-mail vendor for 1160 unused accounts, resulting in charges of \$3,480 per month.

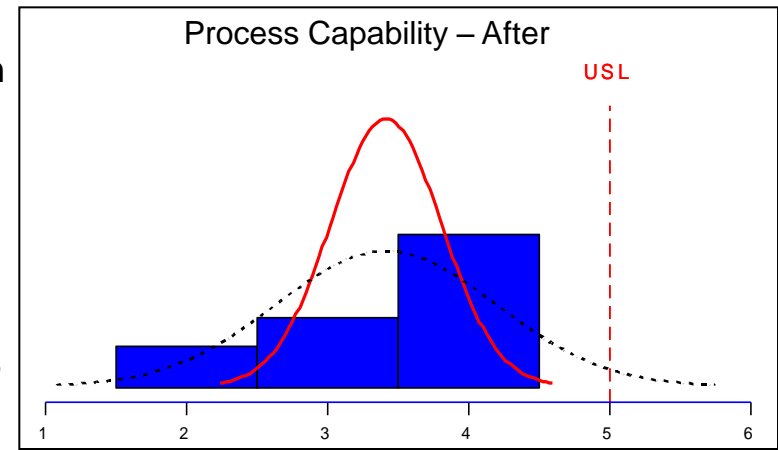
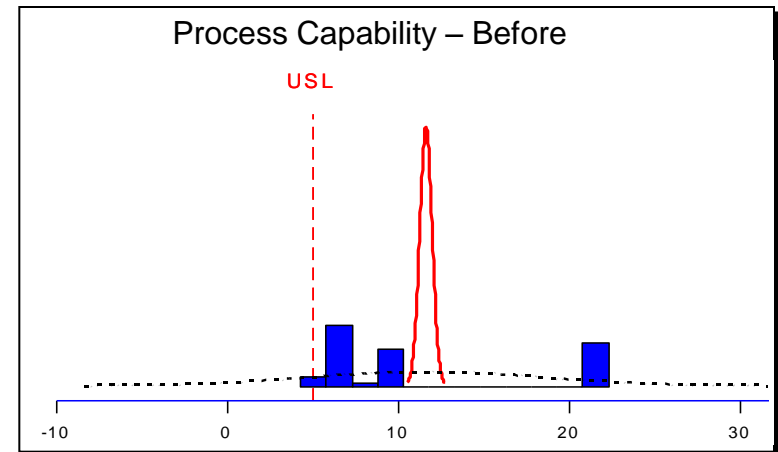
Measure & Analyze

Data Collection: After a one time cleanup of the 1160 accounts, the data still showed the average time to eliminate the e-mail account for exiting employees was 11.6 days

Root Causes: Variation in the processes used to eliminate accounts, a web form which client managers found to be too complex, vendor case processing time and rework loops within HR-owned process steps were contributing to long cycle times

Improve & Control - Streamlined process from 12 to 7 steps. Created one centralized DB to minimize errors and delays in data transfers. Worked with the vendor to create a new web interface resulting in a reduced cycle time for vendor steps to one day. Improved average time to 3.4 days from 11.6

Results/Benefits - Annualized savings realized by the client to date are \$42K, and additional savings may exist based on the future employee exit rate



Annual savings to the client of US\$42K