Putting
the power
of GE
behind IT

Deploy Image Cycletime

BMW Account

Project Leader:	Charles Vitellaro
	Add Project Leader Function Here
Start Date:	September 11, 2002

Master Black Belt:
Steven Bonacorsi
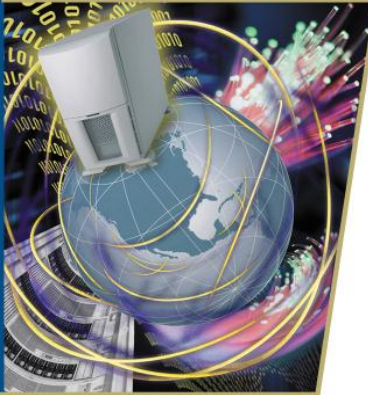
Customer Profile – 1500 seat Marketing and Sales HQ for BMW company

Business Problem & Impact

Deployment of new equipment taking to long. Customer deploy Image cycle time is on average 45 min. and can take a max of 1 week due to no account ID, vacations or travel. BMW users are not setup for their start date creating a loss of productivity.

Measure & Analyze

Data Collection: Speed to unpack, setup, image, and deploy. The existing process sigma was 1.5
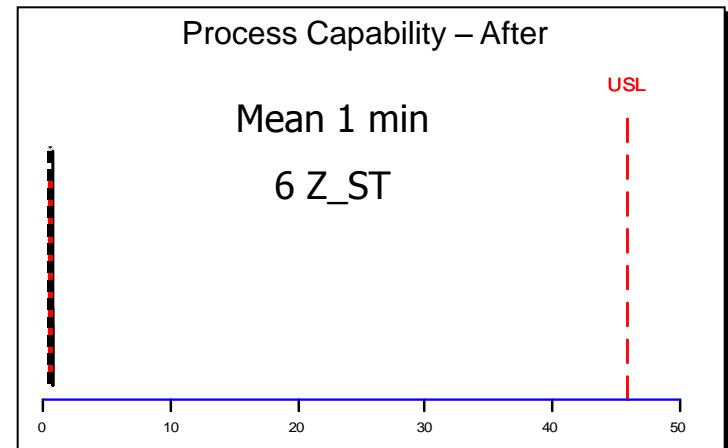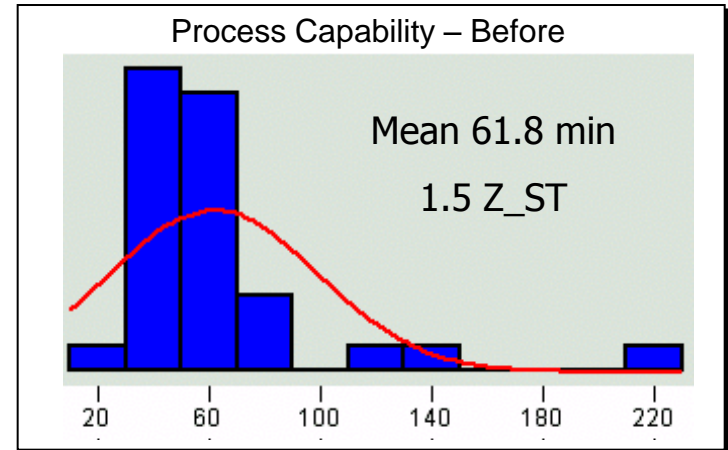
Root Causes: Slow image time and imaging one unit at a time.

Improve & Control

Setup new image server with 24 port switches and three workstation area with keyboard, mouse and monitor switches.Server setup as stand-alone (not on BMW Network) and running at 100 Mps. Trained 5 engineers in using Ghost via server imaging and improve process.

Results/Benefits

After the project, the customer saved US$170K, or 30%, as a result of reduced end user downtime.

Process Capability – Before

Mean 61.8 min

1.5 Z_ST

Process Capability – After

Mean 1 min

6 Z_ST

USL

A Savings of US$170K in 2003!